



The Collegiate Trust
Exceptional Education for All



IT TECHNICIAN

The Collegiate Trust
Central Team



Application Pack

IT TECHNICIAN

The Collegiate Trust Central Team



Role Location	The main IT office is based in the Central Team offices at Riddlesdown Collegiate, Honister Heights, Purley CR8 1EX. The role may include travelling to other Trust schools in the Croydon and Crawley areas or being based predominantly in one of them.		
Salary/Grade	P13 £27,478pa – P18 £29,87pa		
Details	Permanent	Full Time 36 hours per week	52 weeks per year (including 23 days paid annual leave plus bank holidays)
Start date	As soon as possible		
Application Closing Date	1 st March 2024		

A Message from the CEO

Thank you for your interest in joining *The Collegiate Trust (TCT)*. I hope that this information pack will help you to learn more about our fantastic family of schools and that you are excited by the prospect of joining us.

The Collegiate Trust is a dynamic place to work. Our mission is to collaborate to deliver an *exceptional education for all* and our culture of ambition is focussed clearly on our people and their learning. It is this culture which leads to the high academic standards and the enviable reputation that *The Collegiate Trust* is known for. I am very proud of what we do and what we have achieved at the Trust, and I hold the highest aspirations for what we will achieve in the future.

Since 2015, our Trust has been growing and, today, we are a family of 8 schools with c.6000 pupils and 800+ employees. We take our responsibility as an employer very seriously, always striving to do best by our staff and focusing on wellbeing, development and achievement.

Please do not hesitate to get in touch for an informal discussion if you feel that this role and our Trust may be right for you. We would be delighted to receive your application.

Yours sincerely

Mr Soumick Dey
Chief Executive Officer



Why work with us? The benefits.

At TCT, we understand that your time, wellbeing, career opportunities and work-life balance are key things you will look for when choosing where to work. We work hard to continually develop what we offer, striving to be recognised as an employer who looks after all our employees.

On top of our proactive and supportive approach to employee wellbeing and development, we offer a range of additional employee benefits – please click [here](#) to see more details.

We have a comprehensive CPD programme, designed to ensure all staff in all roles have the opportunity to grow and develop in their career. Our approach to Performance Development ensures that each and every member of staff is flourishing. Whether you are at the very beginning of your career or are looking to develop your experience, *The Collegiate Trust* is a great place for professional growth. ECTs and Apprentices benefit from a focused induction period, prior to appointment, and a well-established programme of support throughout the year, whilst more experienced colleagues have many opportunities to develop skills and extend their professional learning through an extensive and varied programme of professional development.

We are an inclusive and supportive Trust who understands that our employees have commitments beyond work. We have a generous approach to flexible working, annual leave, compassionate leave and supporting our staff in times of difficulty. Your wellbeing is of utmost importance to us!

An Introduction to the role

A Message from the Director of IT

We are seeking an enthusiastic, motivated and skilled person to join the Trust's IT team, supporting our schools across Croydon and Crawley. Members of the IT team are either based predominantly in one of the Trust schools, or travel to multiple schools to offer support, dependent on your skills, circumstances, the needs of the Trust and your own preferences. All schools are in the Croydon and Crawley areas and the main IT office is based in the Central Team offices at Riddlesdown Collegiate.

Your ability and experience in providing outstanding support to leaders, staff, students and other members of the team is crucial, with a particular emphasis on hardware, software and systems management in Microsoft Windows and Azure environments. Your customer service skills, ability to multi-task, prioritise and work within a small team in a busy environment are essential. You will report to the Director of IT and provide a pro-active role in maintaining a wide-range of IT hardware and systems to ensure a high quality and robust service is maintained at all times.

The job description and person specification shown in this pack will give you a good indication of who we are looking for, including the skills and experience that would make for our ideal candidate.

We would be delighted to receive an application from you if, upon consideration, you feel that this role and our Trust may be right for you. If you have any queries or would like an informal discussion about the role, please contact me at lewis.burgess@tct-academies.org.

Best wishes,

Mr Lewis Burgess
Director of IT

About the Collegiate Trust

“Exceptional Education For All”

TCT has grown out of *Riddlesdown Collegiate*, a large, **outstanding** (OFSTED, March 2023) secondary school in Croydon with a longstanding reputation for high standards and an exceptional education. Since 2015, our Trust has been growing and, today, we are a family of 8 schools with c.6000 pupils and 800+ employees. The planned addition of a further secondary school in 2024 will bring our Trust to c.7000 pupils and c.1000 employees.

Each school within the Trust is supported by our Central Team who work with Principals and their teams on school improvement, teaching and learning, finance, facilities and operations, IT, HR and governance issues. This support allows the Principal and Local Governing Body (LGB) to focus on delivering the highest standards in their school. The LGB works to a *Scheme of Delegation* approved by the Trust's Board of Directors.

Our strong culture of ambition is focussed clearly on **PEOPLE** and **LEARNING**. We ensure that the best interests of all those in our communities are always at the heart of our decision-making.

The work of *The Collegiate Trust* is informed by our core values of **Ambition** and **Collaboration** leading to the intended outcomes of **Achievement** and **Enjoyment**.

There are three particular themes that drive our work and can be described as our *keys to success*:

Partnership – We work hard to cultivate strong professional relationships with each other, with our pupils, with their families and the wider community as we see this as the foundation on which our Trust is built.

Progress – To us, progress means much more than academic improvement. We place a great focus on personal and professional growth for all members of our community and it is this emphasis on continuous improvement that enables our pupils to fulfil their potential.

Preparation – Whether for the next stage of education, for work or for a future that is uncertain, it is our view that the prime purpose of school is to prepare young people for the rest of their lives and it is our intention that pupils who attend a school in *The Collegiate Trust* will have the very best preparation to help them achieve their goals and to go on to enjoy happy and successful futures.



You can find out more information about our Trust on our website:

<https://tct-academies.org/>

What will I be doing?

Job description and details

Contract:	Full Time Permanent
Salary:	£27,478pa – £29,874pa
Grade:	P13 – P18
Hours (may be flexible):	36 hours per week, 52 weeks per year (plus 23 day paid annual leave and bank holidays)
Location:	Riddlesdown Collegiate and other TCT schools across Croydon and Crawley
Reporting to:	Director of IT (DoIT)

Purpose of the Post: To provide high quality and robust first line technical support within the Team, staff and students at multiple schools.
To support IT systems, primarily in a Microsoft Windows Active Directory, Microsoft 365 & Google Workspace environment.
To assist in IT system service delivery, such as routine maintenance, upgrades and planned change.

Main Responsibilities

a. Personnel

- With excellent customer service & communication skills, provide high quality, dynamic & responsive technical support to teaching & support staff and students.
- Assist the DoIT and System Administrators with proactive system maintenance.
- Ensure tasks on the IT Helpdesk are processed in an effective and efficient manner. Strong multi-tasking abilities are essential.
- To undertake any other appropriate duties, as requested by the CEO, Director of IT or Principal.

b. IT Specific

- React to and support a wide range of IT issues, including hardware, software, user and desktop support & administration, to staff at any school remotely and face-to-face.
- Carry out routine hardware & software maintenance tasks on a regular basis.
- Help ensure all Trust IT systems are reliable, robust and secure at all times.
- Liaise with IT contractors, hardware and software suppliers as directed by the DoIT or other System Administrators.
- Assist in the supply, installation, maintenance and repair of the Trust's IT hardware and information systems, including full diagnostic procedures and upgrades.
- Ensure IT systems across the Trust adhere to the requirements of the Trust's GDPR legislation.
- Ensure relevant policies and configurations are effectively used to prevent unauthorised or inappropriate access to systems, resources and online materials.

c. Health & Safety

- Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
- Co-operate with the employer on all issues to do with Health, Safety and Welfare.
- Support the Trust's implementation of all current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection, GDPR.
- Be aware of Health and Safety issues relating to the use of IT equipment.
- Be aware of specific health and safety issues for students, relating to use of the Internet, and advise the DoIT on relevant safety measures, including the Student Internet Protocol.
- Assist the DoIT with the responsibility for monitoring the Trust's legal responsibility for health and safety issues regarding IT.

The above is not an exhaustive list and the successful applicant may be required to carry out additional duties as required by the role.

Why am I right for this job?

We know that some applicants may not entirely meet all elements of the Person Specification, but may still make an excellent addition to our team by bringing additional skills and experiences that add value to the role. If you think your skills and experience make you a good fit for this role, please do not be put off if you do not match 100% of the desired criteria! The notes below indicate whether a particular element is essential for you to be considered.

Person Specification

Qualifications	Notes
A minimum of 2 years experience in user and desktop IT technical support.	
A minimum of A Level Computer Science and Level 3 IT Technician Apprenticeship or educated to degree level or equivalent IT certification.	
Experience	
User and desktop support in a wide range of hardware and software in a Windows & Mac environment	Essential
Working within a helpdesk environment, fault finding & troubleshooting issues and escalating as appropriate	Essential
Mobile device use and management including iPads	Essential
Ability to diagnose and rectify hardware faults	Essential
Windows Servers and Hyper-V hypervisor visibility	Essential
DHCP, DNS, Group Policy and enterprise-level network management	Essential
IT network security processes, including anti-virus, anti-malware and strict permission management	Essential
Microsoft and Apple system management, including Active Directory components	Essential
A firm understanding of a wide range of industry standard applications including Microsoft Office and education specific resources is desirable	Essential
Microsoft 365 & Azure administration and support, not limited to Exchange, Teams & OneDrive	
Microsoft Endpoint Manager, Azure, Intune & M365 management	
A good understanding of Powershell	
Network infrastructure maintenance, including managing VLANs	
VoIP telephony management	
SIMS & Arbor MIS support	
ITIL / MCSA certification	
Skills and Attributes	
Excellent customer service in regularly supporting staff, students of all ages and interacting with parents & 3 rd parties as required	Essential
Ability to work with a team in a busy, dynamic and demanding environment	Essential
The ability to work flexibly and effectively across multiple schools	
The means to travel independently between schools	Essential
Strong interpersonal skills across all levels of the organisation and with different stakeholders	

Proactive, analytical and innovative problem management & resolution	
Be an effective advocate for well-planned and managed change	
Suitability to work with children	Essential

All our staff MUST be able to fulfil the following criteria:

- Undergo a full enhanced Disclosure and Barring Service check (which will confirm there has been no criminal activity that means you might be unsuitable to work with young people)
- Right to work in the UK
- Be medically suitable and safe to fulfil the role
- Provide 2 references that support your application, one of which must be your most recent employer (unless this is your first ever job, in which case we can advise on alternatives)

How to Apply

If you feel that this role and our Trust may be right for you, we would very much like to receive your application.

To apply, please use the TES application form, attaching a statement of no more than two sides of A4, identifying clearly how you meet the person specification.

If you have any queries or would like an informal discussion about the role, please do not hesitate to contact us at HR@tct-academies.org.

The Collegiate Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers, online searches and the Disclosure and Barring Service. Appointment will be dependent upon further health, medical, safeguarding and attendance checks.