

## IT Support Engineer – Mossley Hollins High School Candidate Information Pack



**Great schools in which to learn, teach and belong.**

## Welcome from the Headteacher

**Dear Candidate,**

I am delighted that you are interested in becoming our new IT Support Engineer. The role brings with it, so many exciting opportunities both within our school and beyond.

Our school sits as a co-founding associate member of our Multi Academy Trust (MAT) which is a sponsored Trust (sponsored by Tameside College and Clarendon Sixth Form, in Greater Manchester) and currently has one secondary school and an Associate Member secondary school (soon to become a full member), and currently supports over 1800 students and 192 staff, 106 of whom are teachers. Very soon it is likely to be joined by another large local secondary school. As the co-creator of our Trust, Mossley Hollins and the senior team within it, have a very strong say in the leadership and direction of the school and the Trust.

Although the school has been open since 1961, it has only been housed in our wonderful 'new' building since 2010: a building that was designed by our staff and students, with an excellent architect, to meet our needs, plans and vision. Mossley Hollins High School was recently inspected by Ofsted and judged as 'Good' in all areas. This is an exciting time for the school as the team builds on the many strengths highlighted within the report. We are committed to ensuring that our students, staff, parents and our community benefit from all the school has to offer.

Within our school and Trust we have talented and dedicated teaching and support staff who are ambitious for our children and for the children in our partner schools. The school and Trust have in place an innovative and well-researched Talent Management Strategy that sits in our Teaching and Curriculum Institute and from which springs our exciting Professional Development Pathway which provides career-long training, development and support for teachers, support staff and leaders.

Candidates are welcome to visit our school for a tour prior to application and we wish you all the best in your application.



**Andrea Din**  
Headteacher

## The Trust Schools



### Mossley Hollins High School

Mossley Hollins High School is an 11-16 Co-Educational School in Tameside, Greater Manchester. It is currently rated 'Good' by Ofsted (2023) and hosts 883 students, 50.5 FTE teachers and 27.7 FTE support staff. One reason it has fewer support staff than the academy is that it is a PFI school, where facilities management and catering services are operated by the PFI provider. The school is over-subscribed, has an impressive modern building and is in a healthy financial position.

[www.mossleyhollins.com](http://www.mossleyhollins.com)



### Droylsden Academy

Droylsden Academy is an 11-16 Co-Educational School in Tameside, Greater Manchester. It is currently rated 'Good' by Ofsted (2022) and hosts 932 students, 55.5 FTE teachers and 58.5 FTE support staff. The school is over-subscribed, has an impressive modern building and is in a very strong financial position.

[www.droylsdenacademy.com](http://www.droylsdenacademy.com)

## Application Procedure

For a confidential discussion on current vacancies please contact the HR Team at [hr@mossleyhollins.com](mailto:hr@mossleyhollins.com)

To apply for the role please complete the Support Staff Application Form, which is available for download from our Website [www.tret.org.uk/vacancies/mossley-hollins-vacancies/](http://www.tret.org.uk/vacancies/mossley-hollins-vacancies/) and return it to [hr@mossleyhollins.com](mailto:hr@mossleyhollins.com)

**In compliance with Safer Recruitment Guidelines, CVs will not be accepted.**

Advertised: **Monday 31<sup>st</sup> July 2023**

Closing date for Applications: **Thursday 24<sup>th</sup> August 2023 (8am)**

Interview Date: **Tuesday 29<sup>th</sup> August 2023**

*Shortlisted candidates will be contacted with details of the interview process. If you have not heard from us within 2 days of the closing date, please assume your application, on this occasion has been unsuccessful.*

### Safer Recruitment

Tame River Educational Trust is an equal opportunities employer and welcomes applications from all sectors of the community. We are committed to protecting our students and staff and therefore have a rigorous recruitment process which includes assessing candidates' suitability to work with children. All staff will be required to hold an enhanced DBS Disclosure.

### Equal Opportunities

The Tame River Educational Trust believes that all individuals are of equal value and we are committed to equal opportunities for all. All people who work and study in our schools have the right to be respected and valued within a safe and secure environment and not to be discriminated against on the grounds of age, class, sex, race, disability, sexual orientation, religion or belief.

The schools within the Tame River Educational Trust are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

## Job Description

<p><b>The Tame River Educational Trust and Mossley Hollins High School are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</b></p>	
<b>Job Title:</b>	IT Support Engineer
<b>Reporting to:</b>	Director of IT
<b>Hours &amp; Salary</b>	The normal working hours shall be 36 hours a week and such additional hours as are necessary for the proper performance of the duties required of this role. The salary for this position will be paid on the NJC Scale F point 17 – 22, £26,845 - £29,439
<b>Role Overview</b>	<p>The role consists of providing both 1st and 2nd line support in a busy IT Department. You will be pivotal in ensuring that users across the school are able to use access the resources they need. Whilst also supporting the IT Team in making sure that the network is secure with regular checks on policies and procedures.</p> <p>This job description is written at a specific time and is subject to change as the demands of the school and the role develops. The role requires flexibility and adaptability and employees of the school need to be aware that they may be asked to perform tasks and be given responsibilities not detailed in this job description.</p>
<b>Child Protection and Safeguarding:</b>	The Tame River Educational Trust and Mossley Hollins High School are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. It is the post holder’s responsibility for promoting and safeguarding the welfare of children. You will comply with Child Protection and Safeguarding Policies, and the requirement to report to the Designated Safeguarding Lead any concerns relating to the safety or welfare of children.
<b>Main duties and responsibilities:</b>	<ol style="list-style-type: none"> <li>1. Provide initial logins, diagnosis and resolution of ICT incidents to all staff by email or phone.</li> <li>2. Utilising the Freshdesk web-based call management system, facilitate communication and updates between IT Technician and staff.</li> <li>3. Assist with managing the performance of services to customers; ensure that service levels are achieved in line with</li> </ol>

	<p>school expectations.</p> <ol style="list-style-type: none"> <li>4. Responsibility for the ownership of all customer incidents or logged service requests.</li> <li>5. Track the incidents to conclusion in line with school expectations.</li> <li>6. Support the ICT Director in managing critical ICT incidents, associated to customer expectations, communication, activities and report any appropriate escalations to Computeam.</li> <li>7. Provide information about incidents analysis.</li> <li>8. Contribute to building service relationships and trust with staff and support the ICT Director in the conduct service reviews for the Head of ICT Strategy and Business Manager.</li> <li>9. Review performance reports, service improvements, service quality and processes.</li> <li>10. Provide inputs to management and performance reports, as required.</li> <li>11. Provide support for school events</li> <li>12. Manage and collaborate with third party suppliers and ensure that their performance and provision of services and quality are in line with expectations and enable us to meet or exceed service levels.</li> <li>13. Measure, monitor and work to drive down incident levels. This will relate to Product and Customer problems.</li> <li>14. Ensure that practises and processes exist and, when possible, are standardized and repeatable.</li> <li>15. Identity and implement improvements to the incident logging system in order to provide a more effective and efficient service to staff and students.</li> <li>16. Contribute to the success of the business and assist in improving the overall staff and student experience within the team.</li> <li>17. Ensure that incidents are monitored; actions are taken, evaluated accordingly and delegated properly.</li> <li>18. Review aspects for improvement with own practices and processes and ensure that communication and information flows across the whole area of responsibility.</li> <li>19. To attend any training courses that may be required in relation to the post.</li> <li>20. Have a responsible and diplomatic approach to matters of a confidential nature.</li> <li>21. To undertake first aid training and join the school first aid team.</li> <li>22. To attend Open Evenings and other school events, outside of the normal school day, and to play an active part in the school community</li> <li>23. To undertake any other duties that might be reasonably requested, by the Headteachers, Director of IT or any other member of the leadership team. Any request will correspond with the general character of the post and are commensurate with the level of responsibility</li> </ol>
<p><b>Health and Safety:</b></p>	<p>The post holder must, at all times, work within the requirement of the Health and Safety at Work Act 1974, current Health and Safety legislation and the School's and LEA's policies and procedures.</p> <p>Mossley Hollins High School a non-smoking site.</p>

<b>General:</b>	This job description may be reviewed at the end of each academic year or earlier if necessary. In addition, it may be amended at any time in consultation with the post holder. The post holder will be expected to participate in the school's appraisal programme and to participate in appropriate staff training and development activities.
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## Person Specification

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	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated at least to GCSE or equivalent level, passes in Maths and English are essential</li> <li>Willingness and ability to undertake further training if required for development in the post</li> <li>Professional IT Qualification</li> <li>Working towards / willingness to work towards ITIL V3 Foundation Certificate in Service Management</li> </ul>	<ul style="list-style-type: none"> <li>Educated to degree level within an ICT related subject or at least 3 years working as an ICT engineer within the Education sector</li> <li>Evidence of continuous professional development and training</li> <li>ITIL Service Delivery qualification</li> </ul>	<ul style="list-style-type: none"> <li>Production of the Applicant's original certificates</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Call handling experience and management of a Service Desk</li> <li>Working independently and as part of a team</li> </ul>		<ul style="list-style-type: none"> <li>Contents of the application form.</li> <li>Interview</li> <li>Professional references</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>A good understanding of PC technology and Microsoft software and an interest in new technologies</li> <li>Knowledge of Microsoft client operating systems and Microsoft Office</li> <li>Knowledge of Microsoft 365 and Teams</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Windows Server</li> <li>Microsoft SQL Server</li> <li>VMware ESXi (Server virtualisation)</li> <li>Networking technologies – Aruba router / switch management.</li> </ul>	<ul style="list-style-type: none"> <li>Contents of the application form</li> <li>Interview</li> <li>Professional references</li> </ul>

	<ul style="list-style-type: none"> <li>• PC and laptop builds including installing and configuring software</li> <li>• New starter / leaver process including setting up account in Active Directory</li> <li>• Experience of deploying and supporting Anti-Virus software</li> <li>• Active Directory, Group Policy, DNS, DHCP and TCP/IP (including basic network switch management)</li> <li>• Veeam Backup and Recovery</li> <li>• Application Support</li> <li>• Excellent organisational and time management skills</li> <li>• Excellent attention to detail and accuracy</li> <li>• Excellent communication skills, both confident and articulate in conveying a message</li> <li>• Ability to manage multiple tasks and deadlines</li> <li>• Work flexibly and constructively as part of a team, understanding school roles and responsibilities</li> <li>• Understanding of ICT network topology</li> <li>• Understanding of Windows 10, Office applications and Server 2016/19</li> </ul>	<ul style="list-style-type: none"> <li>• SAN Technologies – HP.</li> <li>• Barracuda Firewalls.</li> <li>• A number of applications both locally hosted (e.g. SIMS.net, Insight).</li> </ul>	
<p><b>Personal competencies and qualities</b></p>	<ul style="list-style-type: none"> <li>• Ability to prioritise and work methodically</li> <li>• Good organisational skills</li> <li>• Ability to build and maintain effective working relationships with all pupils and colleagues</li> <li>• Ability to promote a positive ethos and role model positive attributes</li> <li>• Willingness to attend occasional meetings and events outside of school hours</li> <li>• Lifting and carrying equipment as required</li> </ul>		<ul style="list-style-type: none"> <li>• Contents of the application form</li> <li>• Interview</li> <li>• Professional references</li> </ul>