**September 2024**

IT technician

Application pack

Albany Learning Trust

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| **Albany Learning Trust****IT Technician** **Scale 4 £24,294 - £25,979 (pending pay award)****Full time - 37 hours a week (flexibility required)** **Local Government Pension Scheme**We require an IT Technician to join our team.Albany Learning Trust is looking to recruit an IT Technician to join a highly successful team and assist the IT Manager for Albany Learning Trust. The successful candidate will join the Trust at an exciting time:* We are a Living Wage Employer.
* The current Ofsted reports of both schools in the trust recognises they are good with outstanding features.
* Behaviour of students in both schools is excellent.

The successful candidate will:* have a conscientious attitude towards work duties.
* work well with all colleagues.
* be able to maintain a high standard of work.
* be willing to increase their skills and undertake personal and professional development
* be enrolled in the Local Government Pension Scheme.

Application documents are available to download in the vacancies section of the school website [www.albanyacademy.co.uk/vacancies](http://www.albanyacademy.co.uk/vacancies) Apply online by the closing date of midday, on Monday 7th October 2024 to vacancies@albanyacademy.co.uk. Interviews will take place week commencing 14th October 2024.  |

September 2024

Dear Applicant,

Thank you for your interest in the post of IT Technician.

Albany Academy is a highly regarded small school located in the south of Chorley, an area that boasts excellent schools and colleges in all phases. The academy is a high performing school, which has an excellent reputation in the local area and is heavily oversubscribed. It is consistently in the top 10 schools in Lancashire for pupil progress. We are highly ambitious for our students, our staff and the wider educational community and we provide support for other schools, work closely with other providers and are proud to be a member of Albany Learning Trust, the first school trust of its type in Lancashire. The trust is made up of two schools – Albany Academy and Chorley New Road Primary Academy.

Further details about our trust and our values which we want every member of staff to share can be found on the trust website: <https://www.albanylearningtrust.com/about>

We have strong links with local teaching schools and local primary schools and we are part of the SSAT Leading Edge network and High Performance Learning, a world-wide network of schools. Several of our staff provide support to other schools.

The successful candidate will join an experienced and highly successful IT team, which currently maintains the IT provision including servers, PCs, Laptops and iPads. The Trust is introducing new technologies to aid teaching and learning.

The successful candidate will be expected to work at both schools as the need arises. Staff are paid for travel between the two schools where this is required in the working day. Candidates should be open to new ideas and would enthuse and motivate both students and staff, immersing themselves in our community.

This is an essential role to support both schools and IT staff have to work with all staff and students. There are many opportunities for staff to participate in activities within the schools if they wish, including charitable fund raising and attending trips and activities such as Duke of Edinburgh’s Award.

Our websites provide a great deal of further information which you may find useful as part of the application process. Prospective candidates are always welcome to visit the school and visits can be arranged by contacting Mrs Shaw on 01257 244020. Our recruitment procedure includes stringent safeguarding checks, which begin prior to interview. We may use internet searches using information held in the public domain to perform due diligence on candidates in the course of recruitment, in terms of suitability for the post applied for. Where we do this, we will act in accordance with our data protection and equal opportunities obligations.

Please return completed application forms, along with a supporting letter of no more than two sides of A4, before the closing date of mid-day on Monday 7th October 2024. Applications should be submitted electronically to vacancies@albanyacademy.co.uk. Interviews are scheduled to take place week commencing 14th October 2024. I look forward to receiving your application.

If you are successful as a candidate for this post you will be a welcome new addition to our staff.

Yours faithfully

 P Mayland

**CEO**

**Albany Learning Trust**

ALBANY Learning Trust

**JOB DESCRIPTION**

**DEPARTMENT IT**

**JOB TITLE IT Technician**

**SALARY Scale 4 £24,294 – 25,979 Full time - 37 hours a week (flexibility required)**

**RESPONSIBLE TO IT Manager**

**Main Duties and Responsibilities**

To provide responsive user focused onsite IT support for teaching and learning within the trust. To maintain and organise IT resources. To contribute to the IT team and develop IT across the school.

**General Responsibilities**

1. To provide friendly, responsive and customer focused first line IT support to students and staff in accessing and using IT learning resources.
2. Assist with complex IT issues under the guidance of IT Manager and/or external specialist IT support provider.
3. To carry out routine troubleshooting and maintenance of printers, workstations, IT equipment and peripherals.
4. To be responsible for managing the helpdesk system to ensure problems are addressed quickly and effectively and staff and students are aware of the actions taking place to address problems.
5. To help maintain the IT infrastructure as directed by the IT Network Manager.
6. To communicate effectively with all students and staff to understand the academy’s IT users’ needs, and to provide information about IT support, developments or issues.
7. To support the development, testing and maintenance of IT continuity and disaster recovery arrangements for IT.
8. To provide appropriate IT support for events and activities which may take place in the evening.
9. To support the IT Network Manager to identify and mitigate risks to the operation of the IT network.
10. To provide IT training to staff as appropriate and support the effective induction of new staff.
11. To have oversight of and ensure smooth operations of managed print solutions, including monitoring stock levels of consumables and communication with suppliers as required.
12. To have oversight of and ensure smooth operations of learning walls within school.
13. To promote the academy and relevant activities via media.
14. To maintain the school website.
15. To design learning resources and promotional resources as required.
16. To fulfil the duties of IT Network Manager as required in their absence.
17. To contribute to the compliance of GDPR within the Trust.
18. Ensure Health and Safety compliance with IT equipment and installation.
19. Proactive in identifying issues and providing solutions
20. Monitoring and recording equipment on the asset register
21. Oversee pat testing of IT equipment

**General**

1. Provide first aid support to students as a member of the staff first aid
2. Support staff as required in their roles as directed by the IT Network Manager
3. Undertake any other reasonable requests from the Headteacher

To undertake any other reasonable requests from the Headteacher

**Person Specification**

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| **Person Specification – IT Technician**  |
| **Criteria**  | **Essential**  | **Desirable**  | **How to be assessed** **A = Application** **I - Interview**  |
| **Qualifications & Experience:** 1. GCSE English and maths to grade C or above
2. Commitment to professional development
3. Excellent analytical and problem solving skills
4. Working knowledge of Microsoft Software (Windows / Office)
5. An understanding of Office 365
6. Committed to the improvement of the academy
7. Committed to safeguarding and promoting the welfare of children and young people
8. Able to prioritise and organize work
9. Resilient and respond well to pressure, deadlines, interruptions and conflITing demands
10. Capable of responding constructively to criticism
11. Ability to maintain a healthy work/life balance
12. IT qualification
13. First Aid Certificate
14. Experience of working in a school or academy environment
15. Appreciation of IT in classroom setting
16. Sound technical knowledge of school IT systems
17. Experience of managing an active directory environment
18. Working knowledge of Laptop / Desktop Repairs
19. Working knowledge of Servers and Networks
20. Experience of managing Apple hardware and software
21. Experience of working in a ‘helpdesk’ environment
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| **Personal qualities:** 1. Enthusiastic, energetic and self motivated
2. Excellent interpersonal skills. Communication with students and staff Patient, tolerant and friendly approach
3. Able to ensure confidentiality is maintained at all times
4. Reliable and honest
5. Be a professional role model for students
6. Ability to create and manage and maintain effective working relationships with students, staff, visitors and IT suppliers
7. Have flexibility, sensitivity and tact
8. Committed to the improvement of the academy
9. Committed to safeguarding and promoting the welfare of children and young people
10. Resilient and respond well to pressure, deadlines, interruptions and conflicting demands
11. Capable of responding constructively to criticism
12. Able to work well as part of a team and alone
13. Ability to use initiative and be receptive to new ideas, approaches and challenges
14. Able to prioritise and organize work
15. Ability to maintain a healthy work/life balance
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The Albany Way

*We succeed because we care.*

# Community

This is a community where everyone is valued, can make a contribution and is empowered to take control of their own destiny. Where everyone works together and learns from each other.

# Aspiration

We hold hope for every individual member of our community. In recognising their personal circumstances and by offering opportunities, we lay the foundations for their future success.

# Resilience

Within our nurturing community we recognise that success is built on effort, a ‘can do’ attitude, ensuring the little things are done well and having no fear of failure. Everyone sets themselves the highest expectations and maintains a hunger for improvement.

# Enthusiasm

As a result, we develop well rounded human beings, who are prepared to make a positive contribution to our wider community; who demonstrate mutual respect, empathy, an acute appreciation of fairness and a strong sense of self-worth.



 **ALBANY ACADEMY PPD FRAMEWORK - SUPPORT STAFF**

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| **Role** | **What can I do?** | **How might school support me?** | **CPD opportunities through Links** | **Opportunities through** **the local authority** | **CPD opportunities through National links** |
| **Newly appointed support staff** | Consider joining a Professional Association or UnionStart a continuing professional development (CPD) fileConsider your career goalsBecome familiar with the National OccupationalStandards relevant to your roleExplore the school and local authority websitesVisit the Training and development Agency (TDA) websitefor the support staff career development frameworkBecome familiar with the Albany Way and read about the policies relevant to your roleFind out about the 5 Every Child Matters (ECM) Outcomes for all children and young people  | Induction to school in order to:Understand roles and responsibility within the schoolUnderstand about school policies and procedures (for example,Safeguarding policies and protocols and the named ChildProtection person) Your role, your Job Description and the relevant National StandardsEnsure that you understand the probationary period and the mechanisms for performance review | Visit other establishments  | Attend local authority development and training courses | Skills for Life – NationalLiteracy/Numeracy Level 2Adult EducationMove On/Learn DirectECDL/ITQNational Vocational Qualifications  |
| **Administration and finance** | Understand the school improvement plan and the part you can playMaintain a CPD fileReflect upon the National Occupational Standardsrelevant to your roleConsider career goals and discuss with line managerPrepare for and undertake professional developmentreviews as part of the schools Performance ManagementarrangementsIndicate training needs through professional reviewUndertake development opportunitiesEnrol for Basic Skills/L2 Literacy/Numeracy if not alreadyheldParticipate in mentoring new colleagues Maintain a Professional Development Portfolio  | In addition to Induction (above):A clear and up to date Job Description which is discussed during review meetingsParticipate in Peer Coaching or mentoringObservation and feedback (as part of the performancemanagement process)Peer observation (of and by peers)The school may provide a mentor to support you undertaking work based qualificationsPerformance management 1:1 meetings to reflect uponperformance, to discuss and agree professional priorities that link with school priorities, national occupational standards and career aspirationsGuidance regarding how to keep a CPD file and how it should be used to demonstrate evidence for the National OccupationStandardsOpportunities to review school policies and protocols relevant to your roleJob ShadowingParticipation in staff meetingsOpportunities to mentor less experienced colleaguesSupport to attend training and development identified during performance management | Local support staffnetworksTraining opportunities through local networksSharing good practice throughlocal networksBest practice visits to other schools  | SIMS training and supportCourses available through the Local Authority PPDprogramme Speak to your school PPD Leader | As above plus …NVQ in Team LeadingCertificate in Business AdministrationCertificate / Diploma in School IOSH Managing Safety QualificationILM Diploma in Business Management |
| **Caretakers and site managers****Team leaders** | As aboveMentor and coach new colleaguesUndertake development opportunitiesConsider career goals and discuss with line managerTrain as a Reviewer to take a role in PerformanceManagementSeek leadership and management qualification | As Above plus;Provision of information through HSE information | Local support staffnetworksTraining opportunities through local networksSharing good practice throughlocal networksBest practice visits to other schools  | Courses available through the Local Authority CPDprogramme Speak to your school PPD LeaderFirst Aid at Work Manual Handling | As above (top line) plus …Certificate in Support Work in SchoolsAward in health and safety in theworkplaceCertificate in basic first aidNVQ in property and caretakingsupervisionFoundation Degree (eg in facilities management)[www.creativeeducation.co.uk](http://www.creativeeducation.co.uk) PPD specific to support staff; Technicians, Health and Safety officers [www.britsafe.org](http://www.britsafe.org) Managing Safety qualification |
| **Cleaning and site support****Team leaders** | As aboveMentor and coach new colleaguesUndertake development opportunitiesConsider career goals and discuss with line managerTrain as a Reviewer to take a role in PerformanceManagementSeek leadership and management qualification | As above | Local support staffnetworksTraining opportunities through local networksSharing good practice throughlocal networksBest practice visits to other schools  | Courses available through the Local Authority CPDprogramme Speak to your school PPD LeaderFirst Aid at Work Manual Handling | As above (top line) plus …Certificate in Support Work in SchoolsNVQ in Cleaning and Support Services Award in health and safety in theworkplaceCertificate in basic first aid[www.creativeeducation.co.uk](http://www.creativeeducation.co.uk) PPD specific to support staff; Technicians, Health and Safety officers |
| **Kitchen staff****Team leaders** | As aboveMentor and coach new colleaguesUndertake development opportunitiesConsider career goals and discuss with line managerTrain as a Reviewer to take a role in PerformanceManagementSeek leadership and management qualification | As above | As above | Courses available through the Local Authority CPDprogramme Speak to your school PPD LeaderFirst Aid at Work Manual Handling  | As above (top line) plus …Certificate in Support Work in Schools Award in health and safety in the workplaceCertificate in basic first aidCertificate in basic and intermediate Food HygieneAward in food safety in cateringNVQ in professional cookery |
| **Pastoral staff and Teaching Assistants** | As above plus;Information available in LPDS publications for example, health and well-being, ethnic minority achievement.Become familiar with the Teaching Assistant standards.Oversee a Learning and Teaching project. | As above plus; | Join networks such as Chorley and South Ribble; Attendance, Equalities, Health.L2/L3 counselling and introduction to counselling qualification.Runshaw College - NCFE CACHE in supporting teaching and learning L2/L3 |  LPDS courses, behavior and attendance, well-being, educational visits, first aid, governor training, safeguarding, school support staff, ethnic minority achievement.Moving and Handling training | Best Practice Network.Support staff coursesHLTA National qualificationsNational Leadership courses[www.creativeeducation.co.uk](http://www.creativeeducation.co.uk) CPD specific to pastoral staff;safeguarding officerscover supervisorsTeaching AssistantsLibrarians |



Albany Learning Trust

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