



Armthorpe
Academy

Enriching Lives, Inspiring Ambitions

RECRUITMENT PACK

ICT Support Technician



Consilium
Academies

Enriching Lives, Inspiring Ambitions



About the Academy

Armthorpe Academy is an 11-16 school located in the town of Doncaster, South Yorkshire. The learning our children experience is a broad and balanced diet that provides intellectual, moral, creative and emotional stimulation. It is an exciting time to be part of our academy, as with the support of Consilium, we are constantly working to develop and evolve our curriculum and pedagogy to ensure all students can flourish. This means not only striving to fulfil the academic potential of all our learners, but also teaching our young people how to care for themselves mentally and physically, as well as facilitating opportunities for them to enjoy and live life to the full beyond the taught curriculum.

It seems simple and obvious, but there is nothing more important than the quality of teaching and learning in our classrooms – every minute, every lesson, every day. Staff are learners too. We place significant emphasis on staff development and collaborative partnerships to ensure what goes on in and beyond our classrooms is as good as it can be.

The Armthorpe values permeate all aspects of school life. We are building a culture where we expect everyone in the Armthorpe family to be a leader and a learner. Our ethos is built on the strapline, **Inside Everyone There is a Rainbow Waiting to Shine**. A rainbow is a wonderful sight; a symbol of hope, inspiration, vibrance and dreams coming true. A rainbow only appears however after a storm reminding us that anything magnificent often requires a battle, struggle, resilience and patience. Weathering the storm is a part of life. As such, our values embody characteristics we would want to foster in our own children:

Respect #Communicate with Kindness	At the start of our rainbow because manners and kindness cost nothing but mean so much.
Responsibility #Make Positive Choices	Life is all about choices. It is never too late to make a positive choice; you don't find a rainbow looking down.
Resilience #Never Give Up	In the middle of our rainbow because resilience is a skill not an ability. It can be learnt. It is an invaluable life skill.
Pride #The Best of Me	Nothing replaces hard work, but pride features at this point in our rainbow as it requires the 3 Rs before it, then some inner drive.
Ambition #Dream Big	Ambition is at the end of our rainbow because dreams will come true but only if all our other values are engrained and embed.

In January 2019, we were judged by Ofsted to be 'Good' in every category which is testament to the hard work and dedication of the staff and students. As Armthorpe grows and develops as part of the Trust, this new appointment will play an integral part in shaping the future of the school.

About the Trust

The Consilium Mission

“Enriching Lives, Inspiring Ambitions”

We are proud to be Consilium Academies, a Trust that believes in the unique value of each individual. Our vision, actions, and purpose are guided by this principle and a dedication to do all we can for the communities we serve.

We never put a ceiling on potential. Instead, we work with our Academies to provide high-quality education that is truly inclusive, giving every student the same opportunities to develop the skills and knowledge they need to thrive in life beyond the classroom.

We are committed to enriching the lives of all those involved in our Trust through an ambitious, student-centred approach to education.

Consilium Academies is a Multi-Academy Trust consisting of nine schools based across three hubs in Salford, South Yorkshire, and the North East of England.

We believe in inclusivity, both in the schools and communities we serve and are committed to working with our Academies to ensure our ethos is realised on a daily basis.

- The lives of our young people should be enriched by care, experience, and opportunity. This is achieved by;
- helping children and young people to succeed to their potential academically, socially, and emotionally;
- instilling a passion for lifelong love of learning and continued improvement so that our academies, staff, and students achieve their aspirations and ambitions;
- creating a family of academies that are inclusive and embrace diversity, where all members of the community feel supported, inspired, and empowered to succeed;
- ensuring all stakeholders are seen as partners in our work within the communities we serve.

The Trust operates a Central Team led by our Interim Chief Executive, Tracey Greenough. The team provide direct services to our schools as well as Trust-level accountability, leadership, and management. We operate a strong partnership model and our partner schools are instrumental in the continual growth and development of our Trust. We work with our schools in a supportive way that does not detract from the individual identity of a school, instead allows them to grow and focus on student achievement and success.

WE ARE PROUD TO OFFER THE FOLLOWING STAFF BENEFITS:

- Pension with the Local Government Pension Scheme and Teachers Pension Scheme
- 34 days annual leave plus bank holidays for all support staff (pro-rated for part-time employees)
- 36 hour working week for all full-time support staff
- Automatic pay progression for all staff in line with their current grading structure
- Enhanced contractual sick pay in line with the Burgundy Book and Green Book
- Employee Assistance Program with access to counselling and CBT 24 hours a day, 7 days a week
- Access to an Occupational Health Provider
- Free membership to Vivup. with hundreds of exclusive offers and discounts available online and in store at many shops, gyms, and restaurants
- An excellent CPD offer for every member of staff; to help you perform as well as you can in your role, provide you with a sense of wellbeing at work and to help you reach your career aspirations

About the Role

Job Title: ICT Support Technician

Start date: To be agreed

Hours: Full time

Contract: Permanent

Salary: Grade 7 (scale points 19 – 23) £27,852 - £30,152

Do you have the drive, passion and commitment to deliver outstanding support? This is an opportunity to join a dedicated team of staff at Armthorpe Academy, part of Consilium Academies who are committed to providing the best possible education for our pupils.

We are looking for an experienced, friendly and hard-working ICT Support Technician to join our team.

As an ICT Support Technician you will provide support to staff and pupils to ensure administration and learning outcomes are maximised. You will be responsible for the installation and maintenance of computer hardware and software in the Academy and ensure that dedicated ICT areas are maintained in good working order.

We are looking for:

- An inclusive individual, with high expectations of their students, who is committed to maximising rates of progress and has innovative ideas to support all pupils
- Someone with a sense of humour, who understands the importance of developing a positive culture in our organisation.

If you feel you share our values, have the vision and drive for excellence and want to be part of an enthusiastic and dedicated team, committed to ensuring that students fulfil their potential, then we would like to hear from you.

The successful candidate will present the best possible example of professional standards to colleagues.

To apply please download and complete the attached application form. Please note we do not accept CV's. We ask that all completed application forms are sent to Dawn McKinna at ARM-recruitment@consilium-at.com

Please ensure that within your application you provide the names, addresses, and contact details for two referees, one of whom should be your current or most recent employer.

The closing date for applications is 8th October 2023

Interviews will take place on a date TBC

Consilium Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointments are made subject to an Enhanced DBS Check, and where applicable, a prohibition from teaching check will be completed for all applicants.

In accordance with our statutory obligations under Keeping Children Safe in Education Consilium Academies is required to conduct an online search as part of our due diligence on shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which Consilium Academies might want to explore with you. Further information on online searches can be found in paragraph 221 of Keeping Children Safe in Education.

The Trust is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Under Part 7 of the Immigration Act 2016, the Public Sector fluency duty requires state funded schools to ensure candidates for their customer facing roles have the necessary standard of spoken English.

Please note: If you have not been contacted within one week of the closing date please assume that your application has been unsuccessful on this occasion. We are unable to provide feedback on individual applications. Applications received after the closing time stated will not be considered.

Job Description

Job Title:	ICT Support Technician
Reports to:	Head of Technical Services
Based at:	Armthorpe Academy

Main purpose of the Role

To support the use of ICT within the Academy environment through maintenance of ICT software, hardware and related equipment. Provide support to staff and pupils to ensure administration and learning outcomes are maximised.

Core Responsibilities & Tasks

- Be responsible for the installation and maintenance of computer hardware and software in the Academy
- Maintain a comprehensive database of all support requests and manage requests in a timely manner
- Ensure dedicated ICT areas are maintained in good working order
- Check hardware regularly, repairing simple faults or escalating more complicated faults within the Trust's technical support team as appropriate
- Support staff / pupils in technical aspects of ICT
- Maintain computer files by backing up / archiving and updating/deleting information as appropriate
- Maintain and develop network
- Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns
- Resolve hardware / software technical issues.
- Provides basic ICT training when required
- Provide bespoke ICT training for staff and pupils
- Check and maintain stocks of ICT equipment

Corporate Responsibilities

- The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- To pursue and promote the achievement and integration of diversity and equality of opportunity throughout the Trust's activities.
- To plan, monitor and review health and safety within areas of personal control.
- To participate in the Trust's Professional Development Review process and engage in continuous professional development and networking to ensure that professional skills and knowledge are up to date.
- To maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Trust will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Person Specification

Qualifications and CPD	Essential	Desirable
Working at or towards national occupational standards (NOS) for IT Users and knowledge / skills equivalent to current national qualifications in ICT Level 3 and / or vendor qualifications for the specific hardware / software used.	X	
Experience, Knowledge and Skills	Essential	Desirable
Experience in a range of ICT system and software packages.	X	
Experience supporting end user devices – PC's, iMac's, laptops, iPads etc.	X	
Experience of maintaining and supporting networks - Windows 10, Server 2016, Exchange, Office 365, MIS Office packages, wireless technologies, cloud technologies, SCCM, MDT, school management information systems e.g. SIMS.	X	
Experience of working in an education setting		X
Possess practical and procedural ICT knowledge / skills with hardware and software to support ICT teaching and learning Knowledge and skills equivalent to national qualifications level 3 and vendor qualifications for the specific hardware / software used.	X	
Resolve technical faults and varied IT issues within the Academy.	X	
Ability to work effectively with different stakeholders within the academy and the trust	X	
Ability to manage workload effectively	X	
Excellent customer handling and inter-personal skills, including diagnostic questioning, and the ability to deal with difficult situations	X	
Ability to cope with change and adapt quickly to new and developing technologies	X	
The ability to work proactively with good planning and organisation skills	X	
Good verbal and written communication skills and ability to communicate with all stakeholder levels	X	
Familiar with MS office/O365 to enable the production of reports and record keeping	X	
Personal Attributes	Essential	Desirable
Target focused	X	
Good time management and punctuality	X	
A flexible approach to out of hours working	X	
A self-starter	X	
Ability to problem solve and think creatively	X	
The ability to work proactively with good planning and organisation skills	X	
English Fluency	Essential	Desirable
Possessing a relevant qualification for the role attained as part of education in the UK or full taught in English by a recognized institution abroad	X	
Passing an English spoken language competency test or possessing a relevant spoken English qualification at CEFR Level B1 or above, taught in English by a recognized institution abroad.		X