



Meridian Trust

2nd Line IT Technician Recruitment Pack



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Welcome from our CEO, Mark Woods



Thank you for your interest in joining the Meridian Trust family.

The success and growth of our Trust has been based on remaining focused on some critical principles:

- Every child is known, equally valued and supported to achieve their potential in all our academies. Every community we serve benefits from the facilities and services we provide.
- Our staff benefit from strong networks, excellent career opportunities and a human approach where they are equally valued and supported.

- We ensure that well-run schools retain and develop their distinct contextual identity, while sharing and contributing to our common values, practices, curriculum approaches and operational systems

Since 2011, thanks to the fantastic work of our staff, our Trust has grown from 1 to 28 academies whilst retaining our focus on working within an area that enables easy movement between our schools. From first developing an application in 2007 to open schools in the new town of Northstowe, we have been committed to the vision of being an all-through and all-inclusive Trust. Our Trust currently consists of 14 primary schools, 12 secondary schools and 2 special schools. We are also currently developing 3 free school projects within our region.

Meridian also plays a key role in the wider development of education in the region. We are the home to the Cambridge and Peterborough Teaching School Hub and operate a vibrant Initial Teaching Training provider that trains upwards of 100 teachers annually. In addition, our commitment to the local community as an extension of our village college ethos means that we host a range of activity in our schools, including providing leisure and educational opportunities.

If being part of a dynamic, compassionate and dedicated group who believe we can really improve young people's life chances and opportunities by working together appeals to you, we very much look forward to receiving your application.



A Brief History

Meridian Trust, formerly known as Cambridge Meridian Academies Trust (CMAT), is a values-led Trust and has risen to be one of the highest performing academy groups in the country. Our Trust was first formed as an educational trust to create a federation of schools in 2006 with a desire to provide high quality and dynamic education for everyone, right in the heart of our community. Through various government policies, our commitment to collaboration has remained consistent.

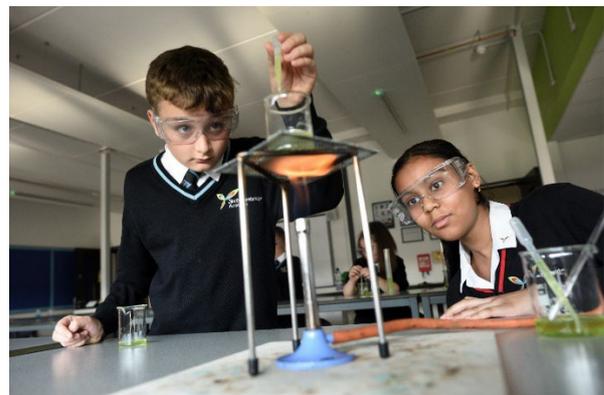
Meridian Trust was formed in 2011 to deliver more widely on that clear vision to provide high quality and dynamic education for all at the heart of the communities we serve. Our steady growth since then reflects our commitment to the communities we serve and our track record of success. The period since 2018 has seen an increase in speed of growth as many long term projects matured and our relationship with Sharnbrook Academy Federation emerged.

We are currently a family of 28 academies (including 14 primary, 2 special and 12 secondary schools). The secondary schools include a University Technology College, an Upper School, four 11-16 schools and six 11-18 schools. We also have 2 new secondary free schools in development. All within 20 miles of Cambridge and Peterborough and the main communication routes between. We merged with Cambridge Primary Education Trust to become the Meridian Trust in April 2022. As a lead partner in the Cambridge and Peterborough Teaching School Hub and an ITT provider through the Cambridge Partnership we retain a strong commitment to growing and supporting staff throughout their training and career development. We

have a proven track record of school improvement and transforming the lives of children and young people over the last 10 years.

Students thrive in Meridian Trust academies as a result of the implementation of our values, our successful and proven systems and our commitment to valuing people. We are among the highest performing multi-academy trusts in the country for student progress. No trust academy has ever undergone an OFSTED inspection resulting in anything other than an improved outcome. Our academies are well-run and our staff benefit from excellent access to professional development.

Our commitment to the education system goes beyond just our own academies. We operate 'The Cambridge Partnership', one of the largest initial teacher training providers in the country which has recently merged with the SAF ITT, and 'Leadership East' these further strengthen our capacity and commitment to professional development. We also provide support through various SLAs to a number of other trusts and academies.





Trust Vision, Mission and Values

Meridian Trust Vision

Meridian Trust exists to provide, support, and champion high-quality education at the heart of local communities.

As members of the Meridian family, Trust academies aim to unite their pupils, families and other local stakeholders around this common purpose to share experience and resources, to improve standards and to maximise our contribution to their wider communities.

Our vision, mission and values guide and bring together each of the Trust's academies.

Our Vision:

High-quality educational provision for all at the heart of local communities.

Our Mission:

To deliver, promote and inspire high quality educational provision in schools at the heart of their local communities so that:

- Every child is a successful learner, confident individual, and responsible and employable citizen
- Every school is a hub for community activities, a centre for extended services and a source of immense pride for students, their families, and other local stakeholders

Our Values:



Achievement for all

We offer a curriculum that supports all our students. We provide you with the opportunities to maximise your potential in the Trust



Valuing People

Staff benefit from strong networks, excellent career opportunities and a human approach where they are equally valued and supported



High Quality Learning Environment

Students develop a lifelong love of learning. We offer you excellent targeted provision for professional development at each career stage



Pursuit of Excellence

Our curriculum stretches and challenges students. You will be similarly encouraged to develop aspirational personal and professional goals



Extending the Boundaries of Learning

We provide a breadth of experience through the curriculum and beyond. Staff can access a range of learning opportunities that go beyond traditional training



Why work for us

Meridian Trust aims to be the employer of choice for the communities we serve. Since 2010 we have nurtured and developed the careers of many people. You can read about some of those journeys in the 'Meridian Trust People' section of this website. We are committed to making a difference to young people's lives and the communities we serve. Help us make our mission a reality.

Benefits:

Working with us brings with it a range of attractive benefits, including;

- Generous employer contributions to Local Government or Teacher Pension Scheme
- Free on-site parking
- Eyecare vouchers
- Access to a free Employee Assistance Programme, offering mental health and wellbeing support to staff
- Cycle to work scheme
- Reduced staff membership to the facilities at Academy Leisure, Sawtry
- Free tea and coffee making facilities
- Generous sick pay and annual leave



How to apply

To apply please complete the online form on the TES. Your supporting statement should address and evidence the selection criteria detailed in the Person Specification.

Closing Date:

19/04/2023

Interviews:

Interviews will be scheduled with candidates on an individual basis

Applying:

For any questions about the application process please contact:
recruitment@meridiantrust.co.uk

Meridian Trust is committed to safeguarding and promoting the welfare of children. All appointments will be subject to satisfactory pre-employment checks including enhanced DBS disclosure.

We are committed to diversity & inclusion and equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, race, religion or belief and marriage and civil partnerships.

Meridian Trust is committed to safer recruitment practice and pre-employment checks will be undertaken before any appointment is confirmed. This post is subject to an enhanced disclosure and barring service check. We expect all adults who work for the Trust to share our commitment to safeguarding and the health and wellbeing of our students.



Job Description and Person Specification

Job Title:	2 nd Line Technician
JD Reference:	N/A
School/Academy:	Ely
Weeks:	52 Weeks
Hours of work:	37 Hours
Salary:	Grade 7 Point 12 - Grade 8 Point 24 (£24,496 - £31,099)
Responsible to:	IT Area Manager

Role:	You will be dealing with 1 st , 2 nd line and escalated IT support issues from our colleagues across the Trust, supporting your colleagues and assisting staff and students with IT issues.
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Purpose:

Working as part of a dedicated Core IT team. You will primarily be dealing with 1st, 2nd line and escalated IT support issues from our colleagues across the Trust, supporting your colleagues and assisting staff and students with IT issues. You will also work across other schools supported by the Trust when needed providing a professional, customer focused service and support.

You will need to have a calm and professional attitude to support. You will meet our customers in person as well as over the phone or by e-mail. You will work with the helpdesk system to report issues, taking ownership of tasks to ensure they are followed up, completed and communicated with the customer throughout, covering a wide variety of IT areas from local and remote user issues, networking and cloud service queries. This is an investigative and customer facing role, which requires good communication skills, problem solving techniques and a pro-active attitude to work.

As a 2nd line Engineer, you will be escalated jobs where the 1st line engineers are not able to find solutions. You will need to be logical in your approach and where required deliver an interim solution, discussing and being aware of wider implications with the team.

Working as part of a small dedicated team you will be responsible for the maintenance, upgrades and availability of central and localised systems allocated to your team. As part of the upgrade and migration roadmap you will assist with the implementation of new systems as well as ensuring current systems are kept up to date, highly available and at the cutting edge of technology.

You will make a major contribution to the successful implementation and support of the IT systems managed by the Trust's IT services team, ensuring the smooth running of the



systems and strive to assist all users to operate at optimum efficiency in the delivery of ICT.

The Meridian Trust IT Services team provide professional AV services to our secondary schools for many different events including musical productions, presentation evenings and open evenings. You may be asked, after being given full training, to provide support for these events.

The job is based within the Meridian Trust IT offices at Sawtry however you will also be expected to have a full clean driving license so you can travel to our other academies and customer sites for scheduled works, emergency call outs and to provide cover for absent colleagues.

Responsibilities and Accountabilities:

- Provide 1st and 2nd line IT support to staff & students across the trust.
- Supporting and mentoring IT colleagues across the Trust.
- Provide a 2nd line escalation point for IT colleagues across the Trust.
- Ensure IT support issues are followed through to completion, assisting your colleagues to ensure that the department meets with the service level agreement.
- Ensure that any urgent issues are dealt with promptly and escalated if necessary.
- Assist with the implementation and testing of new hardware and systems to ensure that it operates to maximum potential.
- Ensure that the IT Systems across the Trust are well maintained, available, secure and documented.
- Liaise with 3rd party manufacturers, suppliers or providers where necessary to ensure issues are resolved as promptly as possible.
- Able to undertake regular maintenance of AV equipment and to provide professional AV support to events across the Trust.
- Support project roll-out across the Trust and customers supported by the Trust.
- Assist and provide management of upgrades and maintenance in line with the upgrade and migration roadmap.
- Travel to any school within or supported by the Trust to provide emergency or relief support.
- Provide training and support to staff and IT colleagues as required in all applications and systems used by staff and students across the Trust. This may include formal and informal training sessions as directed by the line manager.
- Assist with ensuring the trusts IT asset & procurement policies are enforced and regularly checked for compliance.
- Ensure systems and software are implemented in line with the Trust's IT policy and be aware of and advise the line manager on all Health and Safety matters relating to ICT and have knowledge of and be able to implement safe working practices.
- Ensure the trusts safeguarding & data protection policies are implemented and adhered to.
- Keep up to date with new technology, advising and recommending where appropriate.



- Any other duties commensurate with the post, as agreed with the Trust's IT Director.

Support for School/Academy/Place of work:

- Participation in staff events by arrangement.
- Attend Staff Meetings.
- Contribute and participate in Trust events and activities where possible.
- Develop and maintain effective working relationships with other staff and parents/carers.
- Adhere to the Trust values.
- Follow school policies, practices and procedures.

Data security:

- Act in accordance with legal provisions regulating confidentiality and security of data and information in accordance with GDPR regulations.

Health and 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 Trust on all issues to do with Health, Safety & Welfare.
- To work/operate all equipment within Health and Safety and other legal regulations, including risk assessments.
- Physically able to undertake manual work and to perform tasks set out in this job description.
- Contribute to the maintenance of a safe and healthy environment.

Continuing Professional Development:

- In conjunction with the line manager, take responsibility for personal professional development, keeping up to date with research and developments related to school/academy/place of work efficiency, which may lead to improvements in the day-to-day running of the Trust.
- Undertake any necessary and identified professional development taking full advantage of any relevant training and development available, particularly when related to the use of ICT, for data management and record keeping.
- Maintain a professional portfolio of evidence to support the Performance Management process – evaluating and improving own practice.

Child Protection and Safeguarding

- The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder also has an implicit duty to promote the welfare of all children and young people.
- To inform the Child Protection Officer of any issues relating to the safety and well-being of students.



The post holder will undertake any other duties commensurate with the grade of the post, in consultation with line manager.

This job description is subject to review and may be changed following consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post holder's professional responsibilities and duties.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

All staff will be subject to an enhanced check with the Disclosure & Barring Service.

Updated: April 2022

Person Specification –	Assessment Key: A = Application Form I = Interview
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Education and Qualification		Essential	Desirable	Assessment
1	Good educational background including GCSE or equivalent in English and Maths.	✓		A
2	Educated to degree level or equivalent IT qualifications (E.g: CCENT/CompTIA A+)	✓		A
3	Experience and knowledge of working in a school-based environment		✓	I
4	Evidence of continuing personal and professional development.	✓		A
Experience		Essential	Desirable	Assessment
5	Experience of supporting large scale enterprise networks		✓	
6	Experience of school-based systems (SIMS or similar school management systems)		✓	A/I
7	Experience of administering computer systems & networks (Change logs, backup, Anti-Virus checks and general updates)	✓		A/I
8	Experience of working with and administering Office 365 & other cloud solutions		✓	A/I





9	Experience of working within an IT support department	✓		I
10	Experience of working within the educational system.		✓	A/I
Knowledge and understanding		Essential	Desirable	Assessment
8	Working knowledge of a range of software packages.	✓		A/I
9	Excellent knowledge of PC hardware	✓		A/I
10	Excellent knowledge of Microsoft Windows & Office	✓		A/I
11	Excellent knowledge of Audio-Visual equipment		✓	A/I
12	Good knowledge of professional theatre Audio Visual equipment		✓	A/I
13	Good knowledge and experience of network fault finding	✓		S/I
14	Good knowledge and experience of working with Active Directory and Group Policy objects	✓		I
15	Knowledge of the concept of confidentiality	✓		I
16	Awareness of child protection issues.	✓		I
Skills and abilities		Essential	Desirable	Assessment
17	Professional conduct with colleagues and customers	✓		I
18	Effective communication skills	✓		I
19	Ability to work through problems using own initiative	✓		I
20	Flexible and Pro-active approach to work	✓		I
	A passion for IT and supporting users			
21	High level of personal organisation skills.	✓		I
22	Full driving licence with business use to travel between sites	✓		I
23	Ability to contribute to team meetings and contribute ideas	✓		I
Personal Qualities		Essential	Desirable	Assessment



20	High personal standards in terms of attendance, punctuality and organising workload.	✓		!
21	Willingness to undergo further training and development.	✓		
22	Positive and enthusiastic approach towards work.	✓		
23	Ability to act on own initiative.	✓		
24	Professional approach when dealing with all issues and staff.	✓		
25	Ability to work as part of a team effectively.	✓		
Child Protection		Essential	Desirable	Assessment
26	Support the Academy policies on safeguarding and child protection.	✓		A/I
Other		Essential	Desirable	Assessment
27	Flexibility of working hours	✓		A/I

