



**FUTURE
ACADEMIES**
LIBERTAS PER CULTUM

Junior IT Technician Recruitment Pack



**PIMLICO
ACADEMY**
LIBERTAS PER CULTUM



Welcome to Future Academies

Dear Applicant,

Thank you for your interest in the position of Junior IT Technician for Pimlico Academy. I am delighted that you are considering applying for a position at our trust.

This is a superb and exciting opportunity for an ambitious and enthusiastic Junior IT Technician to join the IT team to support Principals and schools to ensure that they can provide a safe and nurturing learning environment to all the young people in their care.

We are **Future Academies**: a flourishing multi-academy trust, founded with the aim of improving the life chances and raising the aspirations of young people. We offer a rich and stimulating education comprised of a knowledge-rich curriculum, diverse cultural and extracurricular opportunities, and a strong pastoral support system. All children and young people are welcomed in our inclusive community, and all are challenged to be the best they can be.

This ethos is embodied in our Trust values - *Knowledge, Aspiration, and Respect* - and in our motto, *libertas per cultum* ("freedom through education").

Future Academies currently comprises ten schools across London and Hertfordshire. Further information is available on our website [Future Academies - Academies](#).

Pimlico Academy is a flourishing mixed, non-selective secondary school and sixth form based in Pimlico, London, admitting students from the ages of 11 to 18.

Pimlico Academy is passionate about diversity and inclusivity and welcome applications from applicants with skills and experiences to fulfil the requirements of the job description and whose values and qualities reflect those in the person specification. We encourage applications from applicants regardless of any protected characteristic.

If you think you have the skills, experience and attributes we are looking for, we encourage you to apply and very much look forward to meeting you.

If you would like to discuss the role in more detail, please do not hesitate to contact me via email at HREnquiries@futureacademies.org.

Tim Chandler
Director of IT
Future Academies

JOB DESCRIPTION

| | |
|------------------------|---|
| JOB TITLE: | Junior IT Technician |
| RESPONSIBLE TO: | Regional Service Delivery Manager |
| HOURS: | Full time, 36 hours per week |
| SALARY: | NJC pay scale 4, points 7 – 11 (£27,060 – £28,890). |

Starting salary to be confirmed upon appointment, subject to experience.

PLACE OF WORK: The successful post holder will be based at Pimlico Academy.

RIGHT TO WORK: This appointment is subject to verification of the right to work in the UK. Where the successful candidate has worked or been resident overseas in the last five years, such checks and confirmations will be required in accordance with the statutory guidance

STAFF BENEFITS: Future Academies recognises its employees as the most important asset and critical to its success. To demonstrate this all staff are offered the following benefits:

- A supportive ethos and concern for the well-being of all colleagues.
- Excellent CPD opportunities and career progression.
- Employer Contributions to Local Government or Teachers Pension Scheme.
- Cycle to work scheme.
- Employee Assistance Programme.
- Eye Care Voucher scheme.
- Car Benefit Scheme

PROBATION PERIOD: The post holder will be required to complete a 6-month probation period

PURPOSE OF THE ROLE

To deliver a first class IT support service to the Multi Academy Trust (Trust)

- Provide onsite technical support to the Multi Academy Trust on Workload (Workload = Service Desk with Incident, Problem, Change management and IT Projects)
 - Support the Senior Technicians with uptime of all IT systems in line with the Trust SLA
 - Work with and support the Senior Technician on Workload
 - Liaise with 3rd party vendors as and when required
 - Escalation of service issues to Service Delivery Manager
 - Support the IT Director deliver the Trust IT strategy, procurement plans, design of IT solutions, policies and procedures
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MAIN RESPONSIBILITIES AND TASKS

To deliver the onsite IT support, including:

- Provide 1st/2nd line onsite IT support to high standards
- Ensure tickets via the Service Desk are triaged and responded to according to the SLA, as well as regularly updated and completed
- Assist with administration, maintenance and support of ICT equipment
- Setup and maintenance of new servers, workstations, laptops, tablets, and Audio-Visual equipment – interactive whiteboards, projectors, smart TVs, digital signage etc. in line with the Trust IT strategy
- Regular proactive checking of ICT equipment
- Ensure asset registers are accurate and kept up to date
- Assist in weekly, monthly, termly and annual service checks
- Work with Senior Technicians of onsite ICT related projects
- Where appropriate liaise with 3rd party suppliers
- Work with the Trust contact to ensure IT equipment is ready for class lessons
- Adhere to and enforce the Trust IT policies
- Contribute to the maintenance of network documentation
- Where appropriate, identify areas for improvement
- Take an active role in regular IT teams meetings and provide support and guidance to other IT staff within the Trust
- Keep abreast of new technologies and advancements in Education Technology

GENERAL

No job description can be entirely comprehensive and roles develop organically over time. The post holder will be expected to adapt and carry out such duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Future Academies is committed to safeguarding and promoting the welfare of children and young people and expects all members of staff to share this commitment and hold this responsibility. To this end both an Enhanced Disclosure and Barring Service check and a Barred List check are required for this role.

PERSON SPECIFICATION

| | Essential | Desirable |
|--|---|---|
| QUALIFICATIONS | <ul style="list-style-type: none"> • A levels of equivalent • Continuous professional development | <ul style="list-style-type: none"> • ITIL V4 qualification |
| EXPERIENCE AND KNOWLEDGE | <ul style="list-style-type: none"> • Virtualised servers including resilient systems and backup solutions • Windows operating systems up to and including Windows 10/Server 2016 • Email systems including Office 365 • Antivirus software, filtering and monitoring software • Networking infrastructure • Be Cyber aware – knowledge of Cyber security | <ul style="list-style-type: none"> • School based IT systems including MIS and integrations with T&L • 3rd party systems such as CCTV, IP Telephony, Cashless catering, card printing, online Exams • School based Audio Visual solutions • Managed Print solutions • Experience of working in the education environment • Experience working across multiple sites |
| SKILLS | <ul style="list-style-type: none"> • Excellent customer service skills and a desire to provide a professional IT service to schools • Be proactive, with the ability to work using your own initiative or as part of a team to prioritise workload in line with Service Level Agreements • Excellent problem solving and troubleshooting skills • The ability to deal with sensitive issues and complaints • Take a proactive approach to self-development • Be able to manage expectations and deliver outcomes • Be able to manage own workloads and prioritisation of tasks • Able to communication in a clear and confident manner (verbal and written) | |
| PERSONAL COMPETENCIES AND QUALITIES | <ul style="list-style-type: none"> • Have an approachable manner, be professional, organised and methodical whilst remaining calm under pressure. • Committed to Equality, Diversity & Inclusion • Self-motivated, with a 'can do' approach to problem solving | |

APPLICATION PROCESS

1. Applying for the role

To apply for the post, please visit our ETeach website to apply on-line [Careers at Future Academies - London, United Kingdom, SW1V 3AT | schoolrecruiter \(eteach.com\)](#)

The application form should be accompanied by a personal statement of suitability of no more than two sides of A4. In the application form and personal statement, applicants should demonstrate how they meet the requirements set out in the person specification. Please ensure specific examples are included.

Applications must be received no later than **9am on 3rd July 2023**. Applications after this date will not be considered.

2. Interview Process

The interview process will take place as soon as possible after shortlisted has been completed. The interview will include a formal interview and may include practical tasks related to the knowledge and skills required for the role.

3. Notification & Feedback

Candidates that have taken part in interviews will be notified as soon as possible – please ensure that you have provided day and evening numbers on which you can be reached.

Unsuccessful candidates will be given the opportunity to receive professional feedback.

4. Taking up the post

The successful candidate will take up the post as soon as possible.

5. Additional information

For further information please email HRenquiries@futureacademies.org and a member of the HR team will contact you.

6. Safeguarding

As an educational trust, Future Academies is committed to the safeguarding and promotion of the welfare of all children and young people. Therefore, the Trust expects all members of staff and volunteers to share in this commitment. An 'Enhanced Disclosure and Barring Service' check and a 'Barred List' check is required for this role.