



ICT TECHNICIAN (WEST)

RECRUITMENT INFORMATION PACK

Education House
Spawd Bone Lane
Knottingley
WF11 0EP

RECRUITMENT INFORMATION PACK

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Introduction

Delta Academies Trust is a not for profit charitable organisation that is committed to changing outcomes for children in the academies it sponsors and the wider education system. We are a teaching school, training teachers, school leaders and other professionals who work with children.

Delta Academies Trust firmly believes that an outstanding education should be the right of every child and should not be determined by a post code lottery. The Trust will strive to ensure that all pupils and students in our academies attend an outstanding school.

We are determined that local children can attend a local school and we will place those children who need extra help first in our admissions policy.

In our family of academies we currently have a range of educational provision that includes: Secondary, Primary, Infant, Junior, Alternative Provision and Pupil Referral Units.

Delta places at the heart of its school improvement a commitment to high quality professional development for all staff who join the Trust. We understand that by investing in our staff we will create an organisation with a shared vision and values that will transform education for the children and young people we serve.

You can find out more details about Delta and our academies at www.deltatrust.org.uk

Delta Academies Trust - Our Vision and Values

Our vision is based on the values and the principles of Delta Academies Trust. Our academies will:

- Change children's and young people's lives for the better, providing them with the skills, knowledge and understanding to be successful throughout life and contribute positively to their communities.
- Place learners at the heart of everything we do and ensure that we promote social responsibility, honesty, integrity and caring for others.
- Deliver outstanding academic outcomes for all pupils and students and engender in them the confidence and aspiration to be successful.
- Create a generation of young people who care about their environment and recognise that they can shape the future through their own actions.
- Recognise and appreciate the different beliefs others hold but will promote British Values and encourage active citizenship, promoting social cohesion.
- Promote scientific enquiry and the development of analytical thinking skills that enable pupils and students to question the world around them and evaluate received wisdom.
- Celebrate human creativity and the enrichment Arts bring to our lives and community.

Why work for Delta Academies Trust?

- You will be joining a team that is committed to changing lives through transforming educational outcomes. A Trust **highly committed** to ensuring that you benefit from high quality development and training.
- You will work alongside professionals in a fast-paced and **dynamic environment**.
- You will develop your skills alongside **like-minded colleagues**.
- Each of the Delta academies is committed to a climate of **mutual support** and **partnership** and to working closely with each other.
- **Career Development** - Delta Academies Trust offers personal development through a range of flexible opportunities. All new staff members receive a comprehensive induction. The Trust offers a central CPD programme involving a range of training, which can include Ofsted training, safer recruitment, pediatric first aid and Evolve training. We also have a clear strand of Teaching and Learning CPD and an innovative and exciting Leadership and Development programme.
- **Pension** - Every employee of Delta Academies Trust has access to a pension scheme.
- There is a **Cycle to work scheme**
- You will have access to **private medical Insurance** (Prices are provided on request)
- **Work-life balance** - We aim to be a 'best practice' employer. We understand that our employment policies need to be flexible and responsive in order to promote diversity and equality, and to attract and retain the highest quality staff.
- **Child care vouchers by Sodexo** - Child care vouchers work through a salary sacrifice and they are taken from your salary each month before your usual Tax and NI contributions.
- **Tech Salary Sacrifice Scheme** - this gives employees the opportunity of having the latest technology and the cost directly deducted from their gross monthly salary, saving on Tax and National Insurance Contributions.

The Core Team

The Core Team consists of a range of specialists, staff who are committed to working alongside colleagues within our academies to ensure that they have the support they need to succeed. These Specialists include; Senior Leaders, National Leaders of Education, Academic Subject Experts (Directors) for most areas including Primary and Business Support Services. Positions within the core team offer career progression and a range of opportunities.

Our Teaching School Alliances provide initial teacher training as well as on-going professional development courses and opportunities. Curriculum leaders, special needs specialists and support staff from the Trust regularly meet and are deployed to provide the support for school improvement. This mechanism of support is flexible and capable of expansion.

The Trust benefits from a range of expertise in Finance, Data, ICT, Facilities and Health & Safety, Human Resources and Governance and Compliance. The Core Team delivers centralised services supporting the non-teaching operations of our academies and ensures consistent working practices and best value for the group. Core services include:

- Financial management, centralised purchasing and payroll
- Governance and Compliance
- HR
- Legal support
- ICT strategy
- Curriculum design
- Post 16 leadership
- Business services
- Facilities management
- Continued Professional Development
- Audit services
- Data and Sims support



The Application Process

Further details about the work of Delta Academies Trust including academies it currently sponsors can be found at www.deltatrust.org.uk

Completed applications should be returned to jobssouth@deltatrust.org.uk or by post to Delta Academies Trust, Recruitment Team, Education House, Spawd Bone Lane, Knottingley, WF11 0EP

All applications that have been submitted electronically will receive an email from the recruitment team confirming receipt.

A letter will be sent to shortlisted candidates with details of the interview process. If you have not heard from us within 2 weeks of the closing date please assume your application has been unsuccessful.

Queries

If you have any queries on any aspect of the application process or need additional information please contact the Recruitment Team on 0345 196 0095.

We are committed to treating all applicants fairly and have a policy on the recruitment of ex-offenders which is available to applicants on our recruitment website at: <http://recruitment.deltatrust.org.uk>

ICT TECHNICIAN (WEST)
Scale G, Point 27 – 30 (£24,174 - £26,822)
Full Time /Permanent

Required for September 2017

Delta Academies Trust is seeking to appoint a highly motivated, hardworking and enthusiastic ICT Technician to join our central Core Team in September 2017

The successful candidate will have a working knowledge of network systems, their installation, maintenance and adaptation and will have a high level of communication and interpersonal skills. The role will be based at the Delta Academies Trust head office in Knottingley and the successful candidate will provide technical support to our academies across the west region, which includes Knottingley, Leeds and Harrogate.

Closing Date: Friday 18th August at 12 noon

An application pack can be downloaded from
recruitment.deltatrust.org.uk
or by contacting our recruitment team on
0345 196 0095
or email
jobssouth@deltatrust.org.uk

The Trust is committed to safeguarding the welfare of its students and the successful applicant will be subject to an enhanced DBS Disclosure.

JOB DESCRIPTION
ICT TECHNICIAN (WEST)

Post Title: ICT Technician (West)
Location: Knottingley, Harrogate, Leeds
Salary: Grade G Pt 27-30 (£24,174 - £26,822)
Hours: 37 hours per week
Responsible to: ICT Service Delivery Manager

Purpose of the role:

To work as part of the Delta Academies Trust ICT support team to primarily maintain Delta Academies Trust infrastructure, service and solutions and provide support to staff and students of the member academies within the trust or other agencies supported by the trust when required.

Duties and Responsibilities will include:

- To provide maintenance, installation and support services to core team site and the sites of other partner organisations in Delta Academies Trust
- To work as part of the Delta Academies Trust ICT support team
- To work in line with best practice Standard Operating Procedures and ensure processes are followed at all times.
- To contribute to the development of ICT and its use across the Trust
- To ensure that ICT facilities at all times are fully functional and secure

Software

- Install and test new software
- Make software and data are available to appropriate users
- Ensure the anti-virus software is installed, kept up to date and working properly on all stations
- Ensure software and operating system updates are installed as appropriate

Hardware

- Check new computer equipment on arrival and install as appropriate
- Ensure that the asset register is managed and maintained
- Maintain and troubleshoot the schools VoIP phone system
- Maintain computer peripheral equipment such as printers, scanners, whiteboards, projectors; ensure that these are prepared and ready to be used
- Trouble shoot and maintain all aspect of Trusts PC and server hardware
- Liaise with external support agencies, to resolve faults speedily
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract

Network Management

- Liaise with core ICT and external suppliers regarding provision of user accounts
- Carry out routine network maintenance tasks
- Trouble shoot, maintain and upgrade the Trusts ICT infrastructure
- Follow supplier's recommended procedures

Other specific duties

- Basic clerical duties related to the post
- Assist staff members with the use of ICT software and hardware
- To comply with any reasonable request from a manager to undertake work of a similar level that is not specified in the job description
- The nature of this role demands flexibility, creativity and innovation with regards to the needs of our academies. Additional duties may be required and these may be determined by the Director of ICT or Service Delivery Manager and you may be requested to carry out such additional activities at his/her discretion.

Working Environment

The post will be a member of the Core ICT Services team who are based at Education House, Knottingley, West Yorkshire.

The post may be assigned to an Academy site which will be detailed on the vacancy advertisement, however travel may be required to other sites within the Delta Academies Trust.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the Post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

Holiday Entitlement

The leave entitlement for a full year employee is shown below. Employees working less than 37 hours per week and/or less than full year will have their entitlement to annual, statutory and discretionary holiday calculated on a pro-rata basis.

<u>Spinal column points</u>	<u>Basic Leave</u>	<u>after 5 years' service</u>
SCP27 - 30	26 days	28 days

Statutory and Discretionary holidays

You are entitled to statutory and discretionary holidays (see below) if they fall on weekdays that you would have normally worked.

Good Friday, Easter Monday

May Day

Spring Bank Holiday Monday

Late Summer Bank Holiday Monday

Christmas Day and Boxing Day

New Year's Day

About Delta ICT Services



Delta ICT Services provide an in house managed ICT service to associate and member Academies of the Delta Academies Trust, providing direct services and ICT support to over 40 academies and 25,000 users. Delta provide comprehensive staff benefit packages including:

- Full CPD training programmes, including Cisco, Microsoft and other industry leading courses.
- Paid exam and certification routes.
- In house development and training days.
- Monthly Skype team training sessions and updates.
- 121 personnel meetings and progress updates.
- Appraisals and working / training targets.
- Generous annual leave allowance that can be taken throughout the year.
- Staff benefit schemes, including:
 - Private health care
 - Cycle to work

Person Specification ICT Technician

	Essential	Desirable
QUALIFICATIONS/KNOWLEDGE & EXPERIENCE		
Have a networking or computer engineering qualification at HND or higher		✓
Have a working knowledge of network systems, their installation and maintenance and adaptation	✓	
Knowledge and experience of Microsoft Windows workstation & server environments	✓	
Knowledge and experience of Cisco networking equipment and IP Telephony administration		✓
Knowledge and experience of Active Directory and Group Policy administration	✓	
Knowledge of Microsoft SCCM for workstation and server management		✓
Knowledge and experience of mobile device management (MDM) platforms		✓
Knowledge of Office 365 services and capabilities		✓
SKILLS		
High level of communication and interpersonal skills	✓	
Have good fault finding skills and is an excellent problem-solver	✓	
Can demonstrate good working practices in relation to the handling of ICT equipment	✓	
Ability to work effectively with young people as individuals and in groups.		✓
Ability to work creatively with colleagues to deliver agreed outcomes and contribute effectively to team working	✓	
Flexible and adaptable approach	✓	
Have initiative and can work independently without excessive supervision	✓	
Have an understanding of when to consult, make decisions and defer to others	✓	
Have the ability to communicate effectively to a range of different people	✓	
Will plan, organise, prioritise and manage their own personal time effectively	✓	
Have a positive commitment to organisational principles	✓	

Ability to support and maintain audio / visual equipment including; Interactive touch screens, projectors, whiteboards and amplifiers		✓
Understanding of health and safety issues and good practice	✓	
Ability to work in an ITIL environment		✓
Ability to actively record, document and share knowledge	✓	
BEHAVIOUR AND OTHER RELATED CHARACTERISTICS		
Good organisational and personal management skills	✓	
Effective planning and teaching	✓	
Effective behaviour management	✓	
An ability to demand high standards	✓	
Contribute and follow Delta ICT procurement policies and procedures	✓	
Work independently and being a team player	✓	
An ability to develop good working relationships with students and staff	✓	
Effective time-management	✓	
The ability to meet deadlines	✓	
Good ICT skills	✓	
Commitment to self and team development	✓	
The ability to travel independently across Delta Academies Trust group	✓	
Work in ways which promote equality of opportunity, participation, diversity and responsibility	✓	
A professional responsibility to promote and safeguard the welfare of children and young people	✓	
A commitment to abide by and promote the Academies' Equal Opportunities, Health and Safety and Child Protection Policies	✓	
The post holder will require an enhanced DBS check	✓	