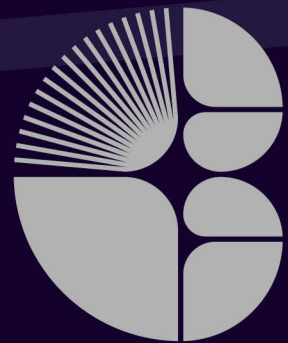


Senior IT Technician

Creative Education Trust
March 2021



*Creative
Education
Trust*



Dear Colleague

Thank you for your interest in the role of Senior IT Technician at Creative Education Trust.

Our network consists of eleven secondary and six primary academies in the Midlands and Norfolk plus a central team. Further schools are in the pipeline and our medium-term ambition is to be a trust of 25 schools.

As an academy sponsor, Creative Education Trust is focused on the quality of the educational experience it

provides for its students.

In addition, in joining a growing group of schools, you will have the opportunity to have an impact on how the wider network develops, to collaborate closely with our finance team and the Chief Operating Officer and to influence Creative Education Trust's ethos and processes.

Those of us who have set up Creative Education Trust come from a wide variety of professional backgrounds in education, academia, business and the creative industries. What unites us is the desire to improve educational prospects and life chances for children who have not always had the schools they deserve, nor had access to the knowledge and skills that will equip them to be successful in the world they will encounter when they leave full-time education.

Our schools pursue a rigorous and continuous programme of educational improvement, but they also aim to provide pupils with a rich programme of co-curricular activities. In addition, our unique Knowledge Connected approach teaches pupils to analyse and understand their curriculum of study through the application of six key concepts, encouraging them to identify and solve problems in practical and creative ways that give them a sense that they can have impact on the world around them.

You can watch a short video on what it means to be part of Creative Education Trust, illustrating our 'Knowledge Connected' approach to learning on our YouTube channel: www.youtube.com/user/creedacad.

Our Head of IT, Ash Mudaliar, would be delighted to discuss this role with you and is available on Ash.Mudaliar@creativeeducationtrust.org.uk

We look forward to receiving your application.

Yours sincerely,
Marc Jordan - CEO

“We are looking for an ambitious, experienced and committed IT Technician”

You can find out more at:
www.creativeeducationtrust.org.uk

ABOUT CREATIVE EDUCATION TRUST



Creative Education Trust inspires and enables young people to build successful lives on foundations of learning, resilience and employability. We believe that a rewarding educational experience and the highest possible qualifications are the best way to ensure social mobility for young people.

Creative Education Trust is a growing multi-academy trust educating over 13,000 children in England. It was established in 2010 to work in England's post-industrial cities and coastal towns: areas of economic disadvantage and with a history of academic underachievement. We transform these schools by integrating a knowledge-rich curriculum with skills and creativity.

Creative Education Trust defines creativity as the ability to find connections between the things we know and turn these connections into new ideas and action. The academic arts and the sciences, practical subjects and life skills all need this creativity, and creativity is valued highly by employers. Our staff and expert advisers use imaginative methods for linking knowledge across subject boundaries, fostering personal development and resilience and developing practical skills that prepare students for their transition to adult life and employment.



Our aims for our students are to:

- ★ Raise their attainment in exams and tests through outstanding teaching
- ★ Make them intellectually curious with a sense of confidence
- ★ Increase their participation in HE, FE and apprenticeships
- ★ Ensure they have employable skills and attitudes
- ★ Create rounded individuals through a wide choice of co-curricular activities



We are achieving our aims through:

- ★ Educational rigour
- ★ Organisational effectiveness
- ★ Financial efficiency
- ★ Partnership & recognition of local identity
- ★ Respect for autonomous leadership
- ★ Quality not quantity
- ★ Promoting practical creativity

You can find out more at:
www.creativeeducationtrust.org.uk

SENIOR IT TECHNICIAN JOB DESCRIPTION AND PERSON SPECIFICATION

LOCATION

Northampton with travel to other Trust sites

HOURS

Full time, permanent – 37 hours a week, 52 weeks per annum

SALARY

£22,000 to £27,000 per annum

THE ROLE

To provide excellent IT Support and customer service to our schools and Head Office staff.

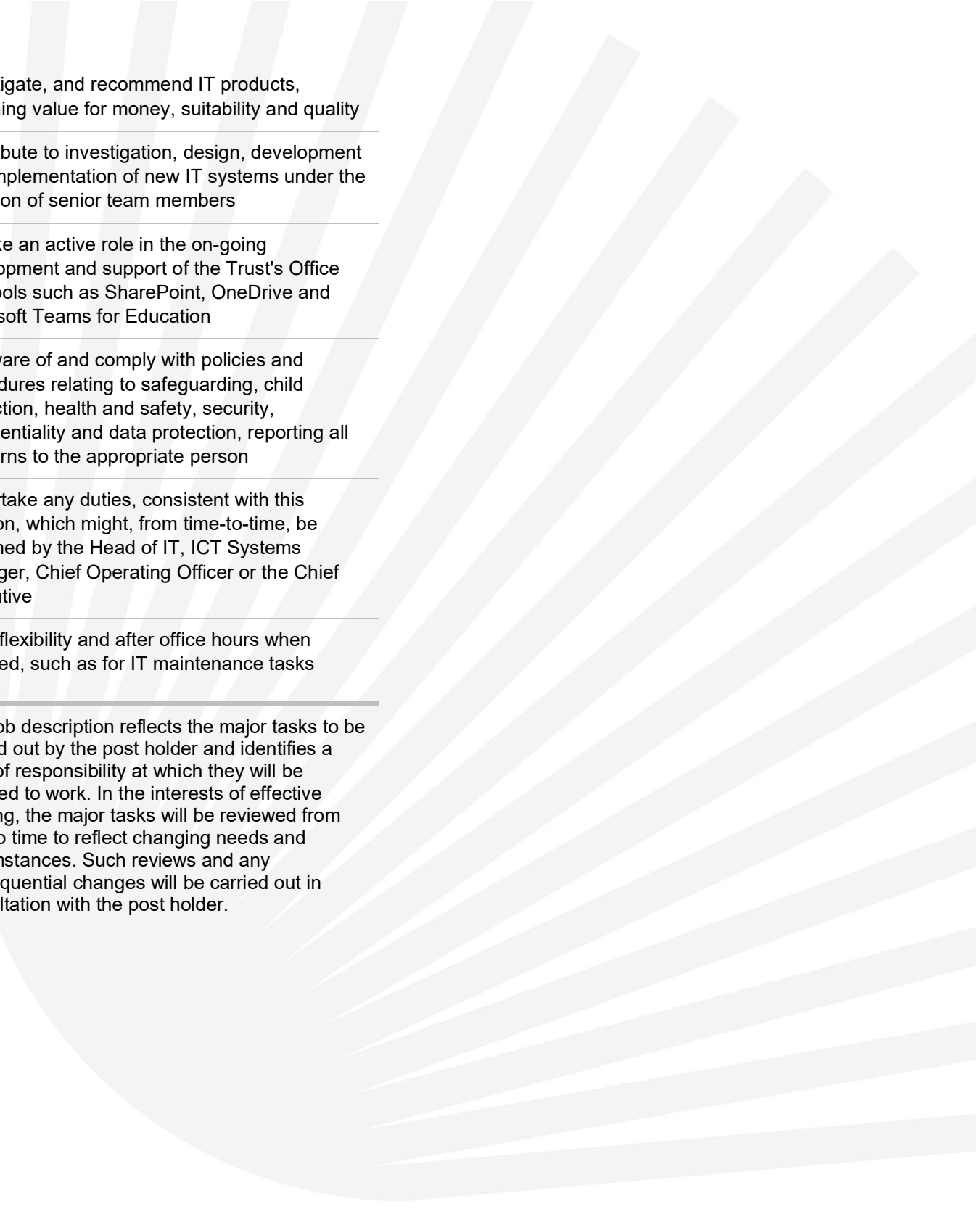
The post holder will be part of the Trust's central IT Team based in Northampton and will provide 1st and 2nd line IT support for central Trust IT Services and Head Office staff. The post holder will also support Trust wide IT projects including network migration projects for academies joining the Trust's central infrastructure, the continued expansion of the Trust's Office 365 platform, and other central systems.

KEY RESPONSIBILITIES

- Provide 1st and 2nd line IT support for central Trust IT Services
- Provide remote 1st and 2nd line IT support for Head Office staff based in the London office with occasional onsite visits as needed, and remotely support Head Office staff working from home and other sites.
- Provide occasional onsite support at CET primary and secondary schools where additional capacity is needed such as supporting project work and to cover the absence of on-site staff.
- Effective use of the ICT Helpdesk to assist end users, prioritise and manage workload, and record activity.
- Maintain regular communications with the appropriate staff until incident resolution.

- Escalate any support requests to the appropriate team as necessary and work with senior team members, 3rd party support providers, and other stakeholders to resolution
- Update documentation on existing systems or create new documentation as changes are made
- Image, deploy and maintain PCs, Chromebooks, Apple iPads, Apple Macs and other end user devices
- Maintain computer peripheral equipment such as scanners, printers, whiteboards, projectors, visualisers and ensure that this hardware is tested and ready for use when required
- To administer user login accounts, distribution and security groups, ensuring that staff and students have access to the data and resources they need
- Identify, resolve and/or document workarounds for desktop related problems
- Support the ICT Systems Manager with management of SCCM including software deployment, patching, AV management and reporting
- Support the ICT Systems Manager with daily tasks such as checking security logs, reviewing emails held quarantine, checking backup logs and then taking action where required
- Provide support for the central Trust Finance system (PS Financials) such as solving connectivity issues and the set up of new accounts
- Provide support for the central Trust 3CX VoIP phone system
- To work with senior team members to support infrastructure elements such as physical & virtual servers and networking devices, thus ensuring the availability and security of the network, data and applications
- Provide high-quality technical support and advice to staff
- Test and install new software, ensuring licensing compliance
- Ensure inventories for ICT hardware and software are maintained
- Create and update user guides for hardware and software

You can find out more at:
www.creativeeducationtrust.org.uk

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- Investigate, and recommend IT products, obtaining value for money, suitability and quality
 - Contribute to investigation, design, development and implementation of new IT systems under the direction of senior team members
 - To take an active role in the on-going development and support of the Trust's Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education
 - Be aware of and comply with policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person
 - Undertake any duties, consistent with this position, which might, from time-to-time, be assigned by the Head of IT, ICT Systems Manager, Chief Operating Officer or the Chief Executive
 - Work flexibility and after office hours when required, such as for IT maintenance tasks
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- This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks will be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	GCSE A-C English & Maths	- Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role - Knowledge of the ITIL framework or FITS, supported by an ITIL V2 Foundation or FITS Practitioner qualification
EXPERIENCE	- Minimum of two years' experience in a similar IT Support role - Experience diagnosing and solving IT issues for end users working remotely - Experience of resolving complex IT problems independently (first line & second line support) - Experience of planning and managing a busy workload and conflicting priorities	Experience of providing ICT Support within schools
KNOWLEDGE AND UNDERSTANDING	- Experience supporting Microsoft Windows 8-10, Office 2013-2019/365 in an educational or corporate environment - Administering AD login accounts, Group Policy management, Distribution and Security Group membership, within a Windows Server Active Directory - Working knowledge of computer hardware and peripheral devices - An understanding of basic networking and how to troubleshoot network issues - An understanding of basic IT security - Anti-Virus, Backups, Encryption, use of strong passwords, email security and security patching. - Ability to troubleshoot issues by investigating logs and researching on the internet	- Knowledge of Office 365 Apps (Email, SharePoint/OneDrive, Teams, Forms, OneNote) and Office 365 administration - Working experience of non-windows devices such as Chromebooks, Apple iPads & Macs - Mobile Device Management (MDM) - Practical experience of audio/visual equipment such as Projectors, Interactive Whiteboard, Touchscreen TVs, Visualisers - Practical experience of Interactive Whiteboard/Touchscreen TV software such as ClassFlow, Promethean ActivInspire, SMART Notebook - Knowledge and experience of administering Web Filtering systems such as Smoothwall - Knowledge and experience of supporting SIMS - Knowledge of server operating systems - Windows Server 2012 R2 - 2019 - Knowledge of SCCM – Windows & Application Deployment, Anti-Virus Management

		• Knowledge of virtual server environments – specifically VMware and Hyper-V • Knowledge and experience of managing network switches such as configuring VLANs • Knowledge and experience of supporting VoIP Telephone services (3CX) • Knowledge and experience of PS Financials
SKILLS AND PERSONAL ATTRIBUTES	• Strong customer service skills • High professional and personal standards in both work and conduct • Confident in dealing with all levels of stakeholders • Strong personal drive and willingness to get things done • Good time management • Openness to learning and change • Effective written and oral communication skills • Good interpersonal skills, including the ability to work as a team member, but also having self-motivation when working independently • Ability to convey technical problems to non-technical staff	
EQUAL OPPORTUNITIES	• A demonstrable commitment to supporting and promoting safeguarding, student welfare, equality and diversity	
SAFEGUARDING	• An understanding of up-to-date safeguarding requirements and best practice	
OTHER REQUIREMENTS	• Full UK driving license • Have access to a car for work purposes and be able to travel to other sites • Work flexibility and after office hours	
Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.		