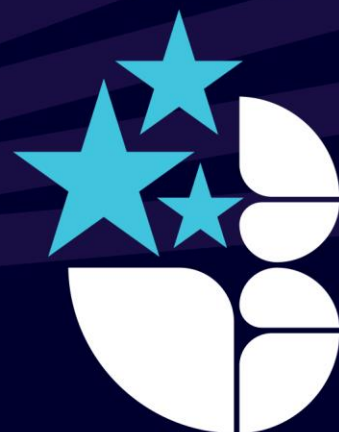


Senior IT Technician

Ash Green School

ASAP



**ASH GREEN
SCHOOL**
*Creative
Education
Trust*

Dear Colleague

As Principal of Ash Green School, I would like to extend a very warm welcome to you. This is a fantastic time to join our expanding, vibrant and caring learning community. We are committed to ensuring that students are stretched intellectually and that they foster a love of learning, whilst feeling valued, happy and safe. We provide an inspirational education where every young person is ready for life in our global community.

Our students have an appetite for success and our staff are committed to unleashing their potential. We know that academic achievement of the highest order is within our reach and we now look to consolidate this progress and continue to push for further sustained improvement, as we strive to become a truly exceptional school. With this in mind, we are looking for outstanding professionals to join our staff body who demonstrates the ability to achieve above national student outcomes and make a significant difference to the lives of the young people at Ash Green School.

This position of Senior IT Technician is a key appointment and the successful candidate will be part of a dynamic team with a wide ranging array of responsibilities. Please complete an application form in full. Please use the person specification as a guide for your application.

Deadline for applications:	Friday, 21 May 2021 at 9am
Completed applications to be submitted to:	Catherine.Kelly@ashgreenschool.org.uk

Shortlisting will take place on Monday, 24 May 2021 and interviews shortly thereafter.

I look forward to receiving your application.

Umbar Sharif

Principal

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:

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ABOUT ASH GREEN SCHOOL

Every Moment: High Expectations
Every Lesson: Do Your Best
Every Day: Make A Difference

Our mantra above conveys and underpins our whole approach, identifying and releasing the potential of each child as they proceed through their seven-year journey, giving them the very best possible opportunities to become a successful person in our 21st century global community.

Here at Ash Green School, we are exceptionally proud of unlocking the academic talent that is found within our students and strongly believe each individual will thrive in our high-achieving environment. We provide the very best opportunities for everyone to excel and nurture all the fantastic qualities that are not materialistic or target driven. Success for us is measured by sending out happy, confident and independent young people who are ready for the challenges of university and the world of work.

We provide an education that has an international outlook; opening minds to the world around them and instilling skills of enquiry, reasoning and problem solving. We are passionate about developing oracy; from the start of year seven an extensive vocabulary toolkit is developed, and we offer many opportunities to practice speech making.

Being a community academy within the Creative Education Trust family, we benefit from partnership working and enriching opportunities to assist student development. We are fiercely committed to ensuring the academic, technical, creative and emotional support is of the highest quality for every young person we serve. There is no glass ceiling at Ash Green School.

Our on-site facilities include:

- Sports fields including 5-a-side football pitches;
- Multi-Use Games Area marked up for netball and football;
- Lecture Theatre with sound system and projector;
- Hall complete with tiered seating;
- Interactive whiteboards in every classroom;
- Open-plan library with wide range of reading materials
- A new spacious 14 classroom block and office's opened in September 2018



Ash Green School is a Good School with Outstanding features

OFSTED MAY 2017: GOOD



To see full details of the school performance data please visit:
[https://www.compare-school-performance.service.gov.uk/school/139068/Ash Green-academy](https://www.compare-school-performance.service.gov.uk/school/139068/Ash-Green-academy)

SUPPORT FOR OUR STAFF

PROFESSIONAL DEVELOPMENT

- We ensure that CPD is closely tailored to the needs of our teachers by linking it closely to their feedback.
- We do not operate a CPD hierarchy, we believe that we can all learn from each other regardless of experience.
- CPD is delivered through structured training days and twilight sessions with days off in lieu.
- Our Pedagogy Improvement Team (PIT) provide in house expertise on all aspects of educational practice, supported by a host of external experts provided by our Sponsor, The Creative Education Trust.
- We tier our support carefully to support teachers who are struggling and provide time for improvements to take hold.
- We work closely with Ambition School Leadership and provide aspiring middle and senior leaders with focused leadership development opportunities paid for by the Creative Education Trust.

WE ALL PURSUE A STRONG WORK LIFE BALANCE

- Our staff are encouraged to make time for themselves and their families.
- There are no expectations for teachers to answer emails outside of working hours and particularly at weekends.
- Our Senior Managers are constantly working to streamline our systems so that they work better and save more time – we strive to only do things that are going to make a difference.
- We openly consult with staff over significant changes which will impact on their working practices.
- We have a strong culture of peer-to-peer praise through our weekly 'Ash Green Gurus' reward cards.
- We provide all of our staff with a half termly opportunity to participate in expert professional supervision – we encourage our staff to talk, keeping things to yourself is not a sign of strength.
- We have an 'Open Door' to Senior Leadership – no concern is too small.
- We run seasonal events that allow students and staff to show their less serious sides e.g. Own-clothes days, Christmas Jumpers and World Book Day.
- We provide our staff countless opportunities to get involved in the life of the school including Duke of Edinburgh Award and international visits and exchange opportunities. Recent activities include an exchange to China, visits to Ghana, Barcelona, Belgium and the USA.



You can find out more at:

www.creativeeducationtrust.org.uk

Senior IT Technician

JOB DESCRIPTION AND PERSON SPECIFICATION

LOCATION

Ash Green School, Coventry

SALARY

G (Pt 11 – 17) £21,748 - £24,491

37 hours per week / 52 weeks per year

THE ROLE

To provide excellent IT Support and customer service. The Senior IT Technician role is responsible for the day to day support and management of the IT systems at the Academy (Ash Green School). The role is also part of the wider Creative Education Trust IT support team and includes supporting a local Primary Academy (Three Peaks Academy) and other Academies as required.

REPORTING LINES

Regional IT Manager

KEY RESPONSIBILITIES

- Escalate any incidents to the appropriate team as necessary and work with the central CET IT Support Team, 3rd line support, and other stakeholders to resolution
 - Identify, resolve and/or document workarounds for desktop related problems
 - Image, deploy and manage PCs, Laptops, Apple Macs and other endpoints and devices such as printers and IWBs
 - Close working with the Regional IT Manager and central IT Team, under their direction to support the infrastructure elements such as physical & virtual servers, backups and networking devices ensuring that availability and security of the network, data and applications.
 - Provide regular updates to the Regional IT Manager as to the progress of the IT Helpdesk and general updates
 - Provide high-quality technical support and advice to the Academies
 - Provide a high level of customer service to all end users (students and staff)
 - Test and install new software, ensuring licensing compliance
 - Set up and maintain user and e-mail accounts, ensuring that new staff and students receive credentials in a timely fashion
 - Maintain computer peripheral equipment such as scanners, printers, whiteboards, touchscreens, projectors and ensure that this hardware is tested and prepared for use when required
 - Ensure inventories for ICT hardware and software are maintained, that the Academies have licences for all software in use at any time and maintain documentary proof of this
 - Test and install patches & updates for the Academies SIMS MIS System
 - Be familiar with and provide support for the academies CCTV & telephone system, door access control and other systems used by the academies
 - To administer the Academies web filtering system, classroom management and E-Safety systems in line with the Trust's E-Safety policy and to block and allow websites as needed to support teaching and learning
 - Assist the E-Safety Lead with monitoring student use of IT and taking action as required
- To ensure that incidents and requests for the Academies are resolved within the target resolution time and are documented within the ICT Helpdesk system
 - Assign incidents and requests to any junior members of the IT support team as appropriate
 - Take responsibility for the day to day running of the IT helpdesk and ensure that tickets are assigned and resolved, and ensure that open tickets are kept to an appropriate level
 - Maintain regular communications with the appropriate staff until Incident resolution
 - Monitor progress of all incidents and requests for the Academies against Service Level targets and respond promptly to staff requests for updates or resolution as appropriate
 - Ensure that junior members of the IT Team are responding to the tickets against the Service Level targets

You can find out more at:

www.creativeeducationtrust.org.uk

- Support Data Protection Lead with any IT related data protection issues
- To take an active role in the on-going development and support of the Academies Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education and to ensure that you are familiar with these systems
- To be able to assist with training sessions for staff in such areas as Office 365, classroom technology, protocol and software
- Create and update user guides for hardware and software
- Assist the Regional IT Manager with projects at the academy, ensuring their smooth delivery
- 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 other tasks as required by the academy Principal and Regional IT Manager.
- Work flexibility and after office hours when required, such as for school events and IT maintenance tasks.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	• GCSE English & Mathematics A-C	• Relevant IT qualifications to support the technical skills and knowledge required for the role • Knowledge of the ITIL framework or FITS, supported by an ITIL Foundation or FITS Practitioner qualification
EXPERIENCE	• Two years' experience of working in an 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 IT Support within schools
KNOWLEDGE AND TECHNICAL SKILLS	• Experience supporting Microsoft Windows 7-10, Office 2013-2019 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 • 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,

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		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, 2016 • 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
PERSONAL ATTRIBUTES AND SKILLS	• 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	
OTHER REQUIREMENTS	• Full UK driving license and willingness to travel between sites • Work flexibility and after office hours	
SAFEGUARDING	• A commitment to safeguarding and promoting the welfare of children and young people • Candidates must demonstrate an understanding and acknowledgement of the individual's responsibility for promoting and safeguarding the welfare of children and young people • Candidates must be able to undergo successful checks in line with standards for 'Safeguarding	

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	Children and Safer Recruitment in Education'. Appropriate and relevant references will be checked	
	• Candidates must demonstrate awareness/understanding of equal opportunities	

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.

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