



Candidate information pack:
Senior IT Technician

The Big Education Family

Big Education is a multi academy trust as well as a social enterprise. Our mission is for as many children as possible to be offered a Big Education - one in which children can flourish through the development of head, heart and hand. Our aim is to do this in three ways. To inspire through our thought leadership. To design schools, programmes and tools to support a big education. To grow and support communities of schools and practitioners who are striving towards a big education.

At Big Education we believe...

- In making a difference to the entire system not just our own schools
- In prizing distinctiveness and centres of excellence over uniformity
- In challenging not accepting the way education is done – in becoming the first place to go for rigorous innovation and new thinking
- Good exam results and a good Ofsted grade are a minimum necessity not goals of education
- The divide between progressives and traditionalists gets in the way of true innovation that has an impact: dogma of any kind is unhelpful
- Education is an intellectual as well as practical undertaking and needs a rich blend of both



The Big Education Family

The logo for School 21, featuring the text 'school21' in a white, lowercase, sans-serif font. Below it, in a smaller font, is the tagline 'EMPOWERING ALL YOUNG PEOPLE TO TAKE ON THE WORLD'.

School 21 is a pioneering new 4 to 18 school in Stratford, East London, for children from all backgrounds. The three founders of School 21 came together with a shared belief that education must be done differently if we are to prepare young people properly for the world they are going into. Their conviction was that we needed schools to rebalance head (academic success), heart (character and well-being) and hand (generating ideas, problem solving, making a difference).

The logo for School 360, featuring the text 'school' in white and '360' in a large, bold, orange font.

School 360 is a new primary school down the road from School 21 that opened its doors to its first pupils this September. We have just appointed Co-headteachers to run the new school and they have set to work exploring fresh ways in which a curriculum of head, heart and hand can be developed.



Surrey Square, one of our MAT schools, has led the way in its work on values and well-being. It has developed a personal excellence curriculum and toolkit that provide every child with the skills and attributes to develop into successful learners and rounded human beings.



Voice 21 started out with teachers developing oracy practice at School 21. We then worked with Cambridge University to devise the four strands of oracy (cognitive, linguistic, social/emotional and physical). Five years ago we created the charity, Voice 21, which has grown and flourished, working with 1100 schools and 7000 teachers in all parts of the country. We believe that oracy should have the same status as reading and writing. We want every child to find their voice and be able to use it powerfully and skillfully in a range of settings.



Rethinking Assessment. Big Education is part of a growing coalition of state and independent schools, academics, businesses, parents, students and teachers who all want to see a better exam and assessment system that gives proper recognition to the range of strengths of every young person.



The Big Leadership Adventure is our flagship programme to nurture leaders who want to push the boundaries of what is possible in education. Based on our head, heart and hand leadership model, participants are taught a range of powerful tools and are involved in immersive experiences and workshops with a cohort of bold leaders.



Learning from Lockdown is a new website we have created to help make sense of the Covid experience in schools. A series of fascinating blogs from leaders, teachers and practitioners are aimed at building a better education system when we return from lockdown. We are turning some of the emerging themes from these blogs into playbooks and toolkits for schools to use.

A Big Education Zone in East London

Big Education will have a group of four schools, all within a mile of each other.

School 21 was the first to open in September 2012. It is an all-through school of around 1200 students.

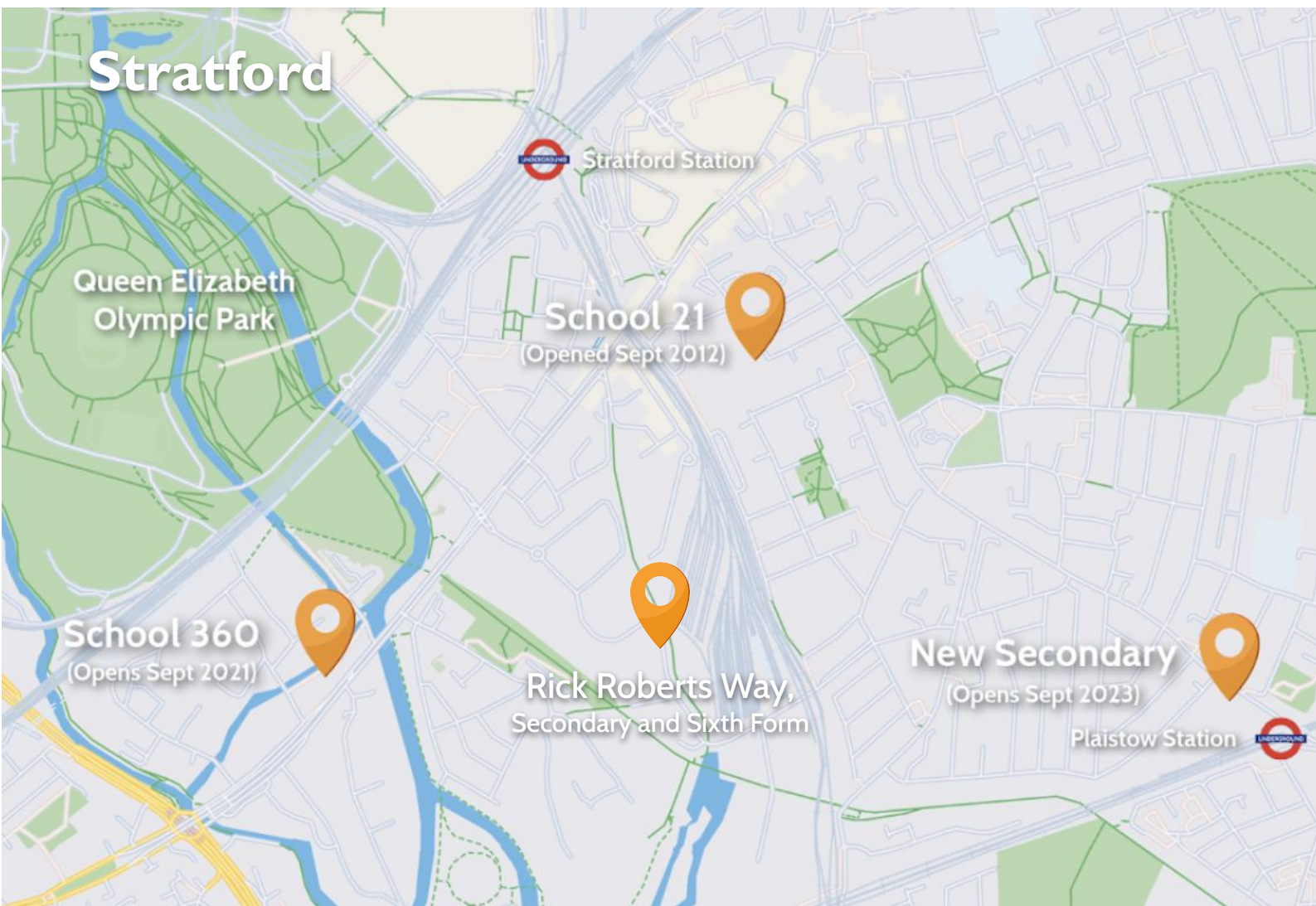
The second, a new primary school, School 360 opened in September this year and will have a capacity for 450 students.

Then there will be two new secondary and sixth forms opening in September 2023.

In addition we have several hundred partnerships with organisations in the area - many of whom are already taking students for real world learning projects.

That means there is the exciting prospect of 300 staff and 3000 students plus our partnerships being able to collaborate in interesting ways.

We are developing plans to bring this all together in a big education zone offering incredible opportunities for our children and families in the community.



Job profile:

Continuing the success

Working closely with the IT Manager you will play a key role in supporting and shaping technology across our schools and social enterprise projects.

Innovation

We are looking for someone **to continue the success** on nine years of strong innovation. The IT team has a reputation for providing a unique blend of friendly and personable IT support, ambition to constantly improve and technological innovation to ensure the highest levels of education can be obtained by staff and students across the trust schools.

We are looking for someone who is **passionate, driven and ambitious** to further the use and development of technology for education.

The key responsibilities of this person will be:

- To provide second and third line support for hardware, software, audio visual, photocopiers and online services via the helpdesk.
- To install, configure and maintain network infrastructure and server equipment.
- To install and configure software applications onto various systems.
- To set up and organise repairs and service callouts for various computing, audio visual or photocopying equipment.
- To help ensure systems and software are kept up to date with the latest security and feature updates.
- To support and coach junior members of the team to further develop their skills and knowledge
- To be aware of and abide by the School's health and safety procedures and policies.
- To undertake any other relevant duties as may reasonably be requested by the IT Manager or Senior Leadership Team

Rigour

We believe in excellence in everything we do. That innovation without rigour has little impact. We do not just innovate in terms of software and hardware but in terms of processes and systems ensuring that they have maximum impact.

We are looking for someone to continue and deepen this work:

- To train and produce training and learning materials to help develop IT skills for all members of the trust community.
- To help produce and maintain IT reports, checklists and other documentation as necessary.
- To help maintain appropriate stock levels of peripherals and consumables and to raise purchase orders as necessary.
- To maintain satisfactory standards of safety and security in relation to computer rooms and equipment.
- To maintain positive working relationships between colleagues, all members of the school community and third party suppliers.

Person specification:

A team player, a strategist and a innovator

Head A strategist

- ❖ We are looking for someone who can think **strategically** - able to develop and design systems, infrastructure and processes that are **effective and reliable**.
- ❖ An **enthusiastic and approachable** nature with the ability to work calmly and professionally under pressure. Able to work flexibly, adopt a “**hands on**” approach and respond to unplanned situations
- ❖ We are looking for someone who is open to new thinking, enjoys wrestling with **big ideas and problems**, questioning current systems and solutions and having the courage to improve these.

Heart A team player

- ❖ Able to work independently and also within a team.
- ❖ We want this person to eschew ‘heroic leadership’ for ‘**empowering leadership**’ - galvanising people to achieve great things - building a genuinely developmental organisation, with a deep understanding of what high quality professional and personal development looks like
- ❖ Able to communicate well with **children and young people** and in particular be prepared to demonstrate motivation to work with children and young people

Hand An innovator

- ❖ We want someone who is a **skilled problem solver**
- ❖ Ability and willingness to quickly learn **new skills on the job**
- ❖ Someone who knows how to **get things done with rigour** - who cares about implementation and not just the generation of ideas.
- ❖ Attention to detail, **adherence to standards** and ability to work to deadlines

Person specification:

Knowledge, skills and experience

In order to carry out this role successfully, these are some of the skills, qualifications and attributes we are looking for the person to have.

Essential Knowledge & Skills

- Experience working within an IT support team providing 1st and 2nd line support
- Experience of maintaining network infrastructure
- A good knowledge of Windows 7/10 and Windows Server 2012/2019 operating system environments
- A good knowledge of Apple iOS, iOS MDM software and Apple mobile devices
- Experience of MacOS and Apple computer hardware
- Experience of Google Workspace suite and/or Office365
- Experience of Active Directory and Group Policy Management
- Ability to carry out basic repairs to hardware and peripherals
- Be aware of safety issues associated with electrical equipment
- Able to keep up to date with developments in IT and technology

Desirable Knowledge & Skills

- Experience of training and coaching junior colleagues
- Experience or knowledge of some of the following technologies: Microsoft SCCM, Microsoft Intune, Aruba Central, PaperCut, Jamf Pro
- Experience of web servers and cloud hosting
- Experience or knowledge of data integrations using APIs
- Experience of creating and maintaining database driven web applications
- Experience or knowledge of Wordpress
- Any relevant IT qualifications would be seen as advantageous, however a willingness to learn and develop in the role is more critical e.g. Microsoft Certified Professional (MCP), Cisco Certifications (CCNA/CCNP), Aruba Certifications (ACMP/ACDP)
- Clean full UK driving licence

Qualifications & experience

- Ideally educated to Degree and/or Level 4 IT and Computing or equivalent.
- 2+ years of experience working within the IT sector
- Experience of working within a educational environment

Person specification:

Benefits, well-being and development

Big Education believe in developing people, and supporting their growth and well-being. This role includes some of the following:

Development

Training. We understand how important it is to continue the growth of knowledge and skills. We are able to provide a range of training and development opportunities not only for IT related training but also for personal development.

Feedback. We believe in open and supportive feedback and there are regular opportunities to receive it from a range of stakeholders and staff members.

Close relationship with suppliers and manufactures We like to build close and positive relationships with our suppliers and manufacturers. You will have the opportunity to work closely with these firms who have many years of experience and knowledge. They will always be there to bounce ideas off, and to support with thorny strategic issues.

Benefits

Pension. Highly attractive Local Government Pension Scheme.

Device. We make sure you have the right tools and equipment to carry out your role. A work laptop and other essential equipment is provided to ensure you can work effectively wherever.

Sports and leisure. Access to the gym, sports facilities and staff sport activities/teams at School 21 after school hours.

Cycle and other benefits. Access to the staff discount scheme and cycle to work discount scheme.

Wellbeing

Remote working. Our systems and processes are set up in a way that allows for opportunities for hybrid and flexible working on occasions.

25 days holiday

How to apply



Details of the Role

Title: Senior IT Technician

Salary: Pay scale S01 Pt 23-25: £32,298 - £33,473 plus generous pension scheme

Start date: As soon as possible

Contract: Full time, permanent, subject to an enhanced DBS check

To apply for this role, please complete the online form, which can be found [here](#) or in the careers area of the Big Education website.

Application closing date: Friday 7 January 2022 at 9.00am

Disclaimer: due to the high volume of applications we receive for certain roles, we reserve the right to close a vacancy earlier than the advertised date if we have received applications that reach the criteria. Once a vacancy has closed, we are unable to consider further applications, so please submit your application as soon as possible to avoid disappointment.

In compliance with Safer Recruitment guidelines, CVs cannot be accepted.

If you wish to have an informal discussion about this role, please email Sarah Franklin at sarah.franklin@bigeducation.org

Big Education is an equal opportunities employer and particularly welcomes applications from BAME communities, especially those that reflect the make-up of the local community.

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