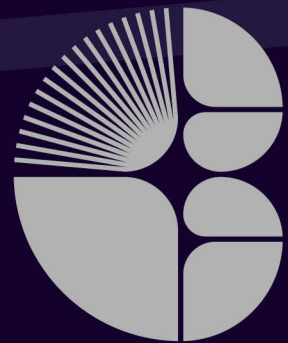


Senior IT Technician

Creative Education Trust
September 2023



*Creative
Education
Trust*



Dear Colleague

Thank you for your interest in the role of Senior IT Technician.

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

I look forward to receiving your application.

Yours sincerely,
Marc Jordan - CEO

“We are looking for an ambitious, experienced and committed Senior IT Technician to deliver an excellent service to our academies and Head Office”

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

A MESSAGE FROM THE DIRECTOR OF IT



Thank you for your interest in joining our IT team.

The Trust is an exciting place to work as an IT professional, either starting out in your career or as a fully experienced colleague. The Multi-Academy Trust (MAT) sector offers huge opportunities to experience the full range of IT professional areas. The IT team are critical in ensuring that the technology that our schools depend on runs smoothly in order that our students are given the best possible chance for a great education.

The central IT team provide support for the Trust's central IT systems and services, as well as acting as an escalation point for any issues with core IT infrastructure at the academies, along with providing general advice and guidance on the wider technology that we have in place. As a member of the central IT team, you will be expected to provide excellent IT support and customer service to our schools and Head Office. You will work closely with other members of the central team, including the Regional IT Managers, and school-based IT support staff to help ensure that we are delivering the best possible IT service to staff and students across the Trust. This is a great role with varied responsibilities and great opportunities to learn and grow.

There is no typical day in the IT world, which means you may go from dealing with a system failure, to getting a new starter up to speed with their IT, supporting an IT Technician with a technical issue at their school, to visiting our Head Office in London to install some new hardware. Creative Education Trust is at the forefront of the MAT sector, and we have recently invested in leading Cloud based MIS and HR/Payroll systems to ensure that we have the best technology in place to run the organisation. I am really proud to be part of Creative Education Trust and I hope you will be too.

Ash Mudaliar, Director of IT

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 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.

Most of this work happens within our schools, which have considerable autonomy, but they are supported by several Head Office teams – Finance, Estates, HR, School Improvement, IT and Governance – which give the framework for the organisation to follow.

Our Mission

To give every child in our schools the best possible start in life through excellent education and wide-ranging co-curricular opportunities



Our Vision

To send out into the world educated, creative, confident and responsible young people, who can succeed in their ambitions and make their communities better places

Our Values

Ambition

We are ambitious in everything because only the best will do

Excellence

We do not stop at 'good enough'

Creativity

We connect our knowledge in innovative ways

Resilience

When the going gets hard, we up our game and reach our goal

Inclusion

Every child and every colleague matters – we will work for and with them all

Respect

We value the ideas of others and make sure all voices are heard

You can find out more at:

www.creativeeducationtrust.org.uk

SENIOR IT TECHNICIAN JOB DESCRIPTION AND PERSON SPECIFICATION

LOCATION

Home based with occasional travel to Trust schools and our London office

Full time, Permanent

SALARY

£30,000 - £35,000 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 and will provide 1st and 2nd line IT support for central Trust IT Services and Head Office staff. The post holder will be providing regular IT support for stakeholders at all levels including the CEO and Executive Team, therefore excellent customer service skills are essential.

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 IT Service Desk 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.
- Deploy and maintain IT Hardware such as PCs, Chromebooks, Apple iPads, Apple Macs, Printers, and audio visual equipment including Teams meeting systems
- 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 central IT team with daily tasks such as checking security logs, reviewing emails held quarantine, checking backup logs and then taking action where required.
- Support the central IT team with Management of key systems such as SCCM, Active Directory, Group Policy, Networking, Microsoft 365 suite, Intune, Google Workspace, PS Financials, 3CX VoIP phone system and other key systems.
- Assist with development and support of the Trust's expanding Cloud based services such as the MIS & HR systems.
- 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.
- Provide onsite support and assistance for Trust conferences and other important Trust events such as Trust committee meetings, to ensure the technology (such as video conferencing equipment) is set up and working reliably.
- Test and install new software, ensuring licensing compliance.
- Ensure inventories for IT hardware and software are maintained.
- Create and update user guides for hardware and software.
- Investigate, and recommend IT products where required, obtaining value for money, suitability and quality.

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

- Contribute to investigation, design, development and implementation of existing and new IT systems under the direction of senior team members.
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- 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.
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- Undertake any duties, consistent with this position, which might, from time-to-time, be assigned by the Director of IT, IT Systems Manager, or the Chief Executive.
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- Work flexibility and after office hours when required, such as for IT maintenance tasks.
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- This job description is not necessarily a comprehensive definition of the post, and the post holder will be required to undertake other duties appropriate to the grade and character of the work as directed.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	GCSE A-C English & Maths	- Educated to degree level in a relevant field - 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 supporting stakeholders at all levels - 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 working in a multi-site environment	Experience of providing IT Support within schools
KNOWLEDGE AND TECHNICAL SKILLS	- Must have sound knowledge and experience in all Microsoft desktop applications. - Good working knowledge of Microsoft Server and desktop Operating Systems - 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 - Proven knowledge of Server, PC and networking hardware, preferably HP & Dell. - Knowledge of data protection/GDPR and Cyber security with the ability to apply this when delivering the IT service - Experience in managing conflicting and changing priorities. - Excellent analytical and problem-solving skills	- Knowledge of Office 365 Apps (Email, SharePoint/OneDrive, Teams, Forms, OneNote) and Office 365 administration - Experience of school based systems & software (such as Arbor, ParentPay, Classroom Management Tools, Interactive Whiteboard Software) - 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 - Knowledge and experience of administering Web Filtering systems, preferably Smoothwall - Knowledge of SCCM – Windows & Application Deployment, Anti-Virus Management - Knowledge of virtual server environments – specifically VMware - Knowledge and experience of managing network switches such as configuring VLANs - Knowledge and experience of supporting VoIP Telephone services
SKILLS AND PERSONAL ATTRIBUTES	- Excellent customer service skills and a strong desire to provide a high quality professional IT service - High professional and personal standards in both work and conduct	

	• Ability to make sound judgements and decisions • 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, equality and diversity	
OTHER REQUIREMENTS	• Work flexibility and after office hours	• Full UK driving license • Have access to a car for work purposes and be able to travel to other sites
This job description will be reviewed regularly and may be amended according to changing requirements, as agreed between the post holder and the Director of IT. 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.		