

**Cluster ICT Support Technician Application Pack**

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**Letter from Catherine Paine, Chief Executive Officer**

Dear Candidate

Thank you for your interest in this role within the REAch2 Academy Trust.

This is a hugely exciting time for our family of schools. The Trust has been recognised by the Department for Education as being well placed to raise standards and achieve excellence for pupils in a growing number of schools nationwide. We are presented with a rare opportunity to make a real difference to the lives and life chances of so many primary school children – many of whom haven’t previously received the educational opportunities they deserve.

The Trust includes schools at all stages of development, from those requiring significant improvement through to existing outstanding schools. As a Trust we are clear about the importance of achieving long term sustainability for our schools. Our vision is to enable individual academies to flourish with real autonomy, whilst also ensuring a strong ethos of support and collaboration across our schools.

Employees within REAch2 belong to a national community of professionals, and benefit from a wide range of networks and development opportunities across the Trust. In time, our best teachers are able to work across schools, develop specialisms and step up to leadership roles within and beyond their own academy. The Trust provides a strong culture of collaboration and support, together with high expectations for staff and pupils alike.

Those we recruit are able to demonstrate that they share our values, are highly motivated to work with colleagues within and beyond their school to continuously develop their skills and pursue professional excellence and are committed to providing the highest standards of teaching for all children. If that is you then we would be delighted to receive your application.

**Catherine Paine**

**CEO**

# Our Cornerstones and Touchstones

REAch2 is defined by the values of **excellence, quality, delivery and standards** – these features give the Trust its enduring attributes and its inherent reliability.

However, what gives each REAch2 Academy its uniqueness are the Touchstones of the Trust (seen on the right). Just as 500 years ago touchstones were used to test the quality of the gold they marked, so too our touchstones find what is precious and set these things apart. They are used to express the values and ethos of the Trust and describe what the Trust wants to be known for and how it wishes to operate.

With good **leadership**, we aspire to develop children academically, emotionally, physically and spiritually. We notice talent and spot the ‘possible’ in people as well as the ‘actual’. Developing potential across our Trust becomes a realisation that there is a future worth pursuing for everyone.

Children deserve **enjoyment** in their **learning** and the pleasure that comes from absorption in a task and achieving their goals. Providing contexts for learning which are relevant, motivating and engaging, release in children their natural curiosity, fun and determination.

**Inspiration** breathes energy and intent into our schools: through influential experiences, children can believe that no mountain is too high and that nothing is impossible.

REAch2 serves a wide range of communities across the country and we celebrate the economic, social, cultural and religious diversity that this brings: embracing **inclusion** ensures that we are a Trust that serves all, believing that everyone can succeed.

We take our **responsibility** seriously. We act judiciously with control and care. We don’t make excuses, but mindfully answer for our actions and continually seek to make improvements.

REAch2 is a Trust that has a strong moral purpose, our **integrity** is paramount. Our mission is to change children's lives by providing the very best quality education we can. Through this, children can fulfil their potential, become happy, successful adults and contribute effectively and meaningfully to society. We welcome the fact that all our decisions and actions are open to scrutiny. You can learn more about REAch2 at our website: [www.reach2.org](http://www.reach2.org)

# The role

**Cluster ICT Support Technician for Schools within Cluster 1 - Staffordshire at REAch2 Academy Trust**

We are seeking to recruit a professional, personable, and conscientious individual as Cluster ICT Support Technician to join our shared service function. This is a unique opportunity to become part of a hard-working, diligent, and fast-paced team who strive for the best and enjoy working together!

The Cluster ICT Support Technician will be responsible for providing IT support to Shared Services and School staff. Based in schools, this role will be on the front line and the face of the IT Services department and required to attend sites within their cluster of schools to install and maintain IT hardware and software, escalating more complex issues where appropriate.

This is a school-based position and travel will be required to school sites therefore flexibility with working hours and a willingness to travel is required.

We are seeking an individual with the following skills and experience:

* Previous experience working in a customer-facing role
* Good Knowledge of Network Security
* Understanding of IT software and hardware
* Good knowledge of Internet security and data privacy principles
* Good interpersonal and communication skills
* Highly organised
* Strong teamwork skills
* Respects confidentiality

REAch2 is a national family of primary academies, unswerving in our ambition to raise attainment and achieve excellence for all pupils. We are committed to enabling individual schools to flourish with a high degree of autonomy whilst benefiting from a strong culture of support and collaboration. It’s a real team effort which calls for the best professionals and there’s lots of scope to get involved in team projects and for personal and career development.

# The application

You are invited to submit an application form to **Adam Birtles, Service Desk Manager** using**recruitment@reach2.org**

REAch2 Academy Trust have an Equal Opportunities Policy for selection and recruitment. Applicants are requested to complete the Trust’s online [Equality & Diversity Monitoring Form](https://forms.office.com/Pages/ResponsePage.aspx?id=EGorfMwEtEi30d9QFOXXNJ4DEcgd411KhzIQrNunT_hUMlJXTkhNVlE0SlhKV0FWTEk2Wkw1TTUwRS4u) separately.

In accordance with our Safeguarding Policy the successful candidate will be required to have an enhanced DBS check.

To arrange an informal discussion please contact **Adam Birtles, Service Desk Manager** by email[**adam.birtles@reach2.org**](adam.birtles%40reach2.org)

## The application process and timetable

|  |  |
| --- | --- |
| **Application deadline:**  | Midday, Friday 17 May 2024 |
| **Interviews:**  | To be confirmed with shortlisted candidates |
| **Contract details:** | Permanent, Full-time (37.5 hours per week), REAch2 Payscale SCP 7 (£24,622) - SCP 12 (£26,778) |
| **Start date:** | As soon as possible |

The candidates selected for interview will be informed after shortlisting and full details of the interview programme will be provided.

# Safeguarding, Safer Recruitment and Data Protection

At REAch2 we recognise that those who work in an academy are in a unique position in their care of children. The responsibility for all staff to safeguard pupils and promote their welfare, as stated in Section 175 of the Education Act (2002) is one that is central to our ethos, our policies and our actions. All children are deserving of the highest levels of care and safeguarding, regardless of their individual characteristics or circumstances, and we are committed to applying our policies to ensure effective levels of safeguarding and care are afforded to all our pupils.

We will seek to recruit the best applicant for the job based on the abilities, qualifications, experience as measured against the job description and person specification. The recruitment and selection of staff will be conducted in a professional, timely and responsive manner and in compliance with current employment legislation, and relevant safeguarding legislation and statutory guidance.

All information is stored securely and any information supplied by unsuccessful candidates will be destroyed through a confidential waste system six months after the decision has been communicated, in accordance with our information and records retention policy.

The Trust ensures all applicant data is stored and processed appropriately. For further details on how your information will be managed during the recruitment process please refer to our [Privacy Notice for Job Applications](https://reach2.org/wp-content/uploads/2020/01/Privacy-Notice-Job-Applications.pdf).

# Job Description

**Post: Cluster ICT Support Technician**

**Salary:** SCP 7 (£24,622) - SCP 12 (£26,778) 37.5 hours FTE

**Responsible to**: IT Service Desk Manager

**Location: Schools within Cluster 1 - Staffordshire**

**About the Role**

The Cluster ICT Support Technician will be responsible for providing IT support to Shared Services and School staff. Based in schools, this role will be on the front line and the face of the IT Services department and required to attend sites within their cluster of schools to install and maintain IT hardware and software, escalating more complex issues where appropriate.

**Key Responsibilities**

**Technical**

* To provide practical support to the ICT infrastructure at schools and trust sites, across a range of systems and hardware and software, to facilitate the teaching and learning of students.
* Able to communicate with schools and central team staff
* Setting up and installing devices, including PCs, mobile devices, printers, scanners, and classroom technology.
* Checking computer hardware (HDD, mice, keyboards etc.) to ensure functionality.
* Installing and configuring appropriate software and functions according to specifications
* Identify, troubleshoot, and resolve IT issues.
* Support with the secure disposal of IT Assets
* Ensure security and privacy of networks and computer systems.
* Ensure safeguarding and monitoring systems are maintained in schools.
* Provide orientation and guidance to users on how to operate new software and computer equipment.
* Document both new and updated technical information for the IT Knowledge Base
* Carry out proactive maintenance of IT systems and hardware.
* Maintain issues and logs using IT helpdesk software.
* Escalating issues to senior technicians, Engineers or Service Desk Manager where required.
* Undertaking small/medium internal IT projects as and when required
* Support schools with compliant procurement of all IT solutions in accordance with Trust systems.
* Work as part of a team and support the wider company goals.

**General**

* Ensures equality of opportunity is afforded to all persons internal and external to the Trust, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.
* Commitment to own continuous professional development.
* Maintains the confidentiality of information acquired.

**Additional Information**

The duties outlined in the Job Description may be varied to meet changing demands at the line manager’s reasonable direction. This job description does not form part of the contract of employment.

# Person Specification

|  |  |  |
| --- | --- | --- |
|  | **Essential**  | **Desirable** |
| Right to work in the UK | **\*** |  |
| **Knowledge/Qualifications** |
| Strong technical skills alongside an interest in new technology | \* |  |
| Proficient use of technology, (PC’s mobile devices, printers, AV equipment) and understanding its use in supporting effective teaching and learning | \* |  |
| Experience working in an IT support role, involving troubleshooting, and resolving hardware and software issues.  | \* |  |
| Previous experience working in a customer-facing role. | \* |  |
| Knowledge of Windows Server, Azure, and Office 365 management. |  | \* |
| Knowledge of Office 365 | \* |  |
| NVQ Level 3 qualification (or equivalent) in IT or digital solutions.  |  | \* |
| Remote and onsite end user support | \* |  |
| Good knowledge of Internet security and data privacy principles | \* |  |
| **Experience and Skills**  |
| Delivering IT within an education environment |  | \* |
| Good interpersonal and communication skills | \* |  |
| Respects confidentiality | \* |  |
| Willingness to develop own understanding through advice and training. |  | \* |
| Work as an effective team member and apply given instructions | \* |  |
| Able to organise, plan and complete tasks, prioritising workload across a cluster of schools |  | \* |
| Ability to adapt to change and use own initiative when problems arise. |  | \* |
| Able to configure, Install and maintain IT Equipment.  | \* |  |
| Willingness to develop own understanding through advice and training. |  | \* |
| Think clearly in emergency situations |  | \* |
| Full UK Driving license, with own transport and business insurance, willingness to travel between sites. | \* |  |
| **Professional attributes** |
| Models the vision and values of the trust | \* |  |
| Reliability, flexibility, integrity, and stamina ·  | \* |  |
| A proactive and enthusiastic approach | \* |  |
| Willingness to work flexibly, sometimes outside of regular core hours, in response to service demands. | \* |  |

**REAch2 is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced DBS with Child Barred List check is essential for this role.**