Dear Applicant

Thank you for your interest in the position of East Hub IT Team Leader at The Dean Trust.

Salary:	NJC Scale Band 7 Scale Points 26-29 (£34,834- £37,336 per annum)
Start Date:	as soon as possible
Working Pattern:	Full time/All year round
	36.25 hours per week, Monday-Friday, 8am-4pm
Contract:	Permanent
Location:	Main base – Abraham Moss Community School, Crescent Road, Crumpsall, M8 5UF.

What benefits are offered at The Dean Trust?
- 26/31 days annual leave entitlement (dependent upon length of service)
- Local Government Pension Scheme – Greater Manchester Pension Fund
- 24/7 access to an Employee Assistance Programme (free of charge)
- Cycle to work scheme
- Annual flu jabs (free of charge)
- Access to family friendly policies

Please find below a job description and person specification.

If you would like to learn more about The Dean Trust, please visit thethedeantrust.co.uk.

Method of Application
The preferred method of application is electronically via our career's website The Dean Trust Careers
All applications must be made using the Dean Trust's application form. Applications will be shortlisted for interview and the HR Department will contact those applicants who are selected.

Closing Date
Applications received after the closing time of **9am Monday 5th August 2024** will not be considered.

The Dean Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

If you have any questions, please contact us on 0161 973 1179 or email MandyLui@thedeantrust.co.uk. Thank you again for your interest in working for The Dean Trust. We look forward to hearing from you.

Human Resources Department

Believe Achieve Succeed

Job Description

The information contained below is to help staff understand and appreciate the work content of their post and the role they are to play in the operation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may therefore have been used, in which case all the usual associated duties are included in this job description.

Job title	**Hub IT Team Leader**
Reporting to	**Group IT Director**
Main purpose of job	To provide proactive and reactive hardware, software and peripheral support to all staff, students, Trustees/Governors, visitors and third parties in line with school/academy and Trust requirements. To manage the First Line IT Technicians within their hub to deliver small scale hub wide IT projects, system improvements and training

Key responsibilities:

- To provide 1st & 2nd line hardware, software & peripheral support to all Trust staff, students, Trustees/Governors and third party visitors

- To ensure helpdesk incident & problem requests across their hub are in line with internal policies and procedures, ensuring compliance with these at all times

- To take proactive & reactive support of all user operated IT & AV equipment, ensuring that downtime through consumable life expectancy is kept to a minimum

- To act as the technical escalation point for First Line IT Technician's across their hub

- To support and guide First Line IT Technicians to deliver a high quality, professional IT service

- To work collaboratively across the Trust, to share information within the IT Department (through the production & use of Knowledge Base Articles and User Guides)

- To attend fortnightly IT operations meetings with up to date IT support information across their hub

- To understand and take ownership of the essential requirements of complex networking systems across their hub

- To provide Operating System level support in Windows 10, Google, and all current versions of Microsoft Office, GSuite & other applications used across Trust schools

- To provide Server Operating level support in Server 2016 & 2019 (supporting new and existing applications)

- To ensure audit information across their hub is accurate, up to date and that all staff have signed relevant documentation relating to Acceptable Use of IT and hardware asset deployment

- To report escalated security breaches (such as Anti-Virus, Content Filtering, unauthorised access attempts) to the Group Infrastructure Manager if discovered during routine support

- Ensure Teaching & Learning requirements are met across their hub

- To develop the First Line IT Technicians in their hub to continually provide first class support and training to end users

- Work across the hub, with regular travel to schools to attend meetings and provide appropriate and timely support.

All employees have the responsibility to:
- Ensure any documentation produced is to a high standard and is in line with the brand style
- Be aware and comply with all policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person
- Participate in training and other learning activities as required
- Participate in the school/academy Performance Management process
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate
- To promote the area of responsibility within the school/academy and beyond
- To represent the school/academy at events as appropriate
- To support and promote the school/academy ethos
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post
- To undertake any other reasonable duties at the request of the Chief Executive Officer and Headteacher

All post holders must comply with The Dean Trust professional standards for leaders and managers. The job description will be reviewed as necessary as part of the Performance Management process and is subject to modification and amendment at any time after consultation with the post holder.

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Person Specification

Education and qualifications	**Essential** • 5 GCSE's or equivalent, including Grade A*-C in English and Mathematics • Working towards/willingness to work towards ITIL V4 Foundation Certificate in Service Management **Desirable** • Microsoft / other ICT professional qualification • ITIL V4 Foundation Certificate in Service Management • Cisco / HP Vendor qualifications
Experience	**Essential** • A least 5 years working as an ICT engineer • Previous experience in an ICT helpdesk/ICT support role ideally in an education establishment • Experience supporting a range of technologies, including but not limited to; laptops, PC's, iPads, Surfaces, Projectors and IWB's • Ability to diagnose and repair a variety of hardware and software issues such as failed hard drives, smashed laptop screens and software errors / alerts • Experience in the creation & management of users within Active Directory & Exchange • In-depth knowledge in a variety of Audio Visual technologies (including but not limited to interactive TV's, Projectors Main Hall AV solutions, lighting / sound desks and hazers) • Experience of Avaya Phone Manager software (1st line support) • Experience working with third party contractors & solutions providers • Experience in upgrading applications such as SIMS.net • Experience of System Centre Endpoint Protection • Experience in supporting Google Docs / Moodle requests **Desirable** • Experience in a busy multi-site ICT helpdesk • Experience creating clear, concise and professional user guides, knowledge base articles and technical reference guides • Experience of Citrix Application creation & management • Detailed understanding of KCSIE (Ofsted) and understanding eSafety concerns for their site(s)
Knowledge	**Essential** • Detailed understanding of the latest Microsoft Windows Operating Systems & Microsoft Office packages • Knowledge of deploying images through WDS • Experience working in an ITIL environment • Possess an understanding of network security (both physical and virtual) to ensure that systems remain secure, robust and protected from internal risks **Desirable** • Knowledge of creating & managing images through WDS • Understanding of DNS & DHCP configuration • To understand Inventory visitor management systems and their ability to link into MIS systems (specifically SIMS)
Skills and abilities	**Essential** • Clear, concise and methodical worker with the ability to work both on their own and as part of a team

	- Ensure compliance with internal processes and procedures - Full driving licence with access to a car for work purposes - Ability to change priorities quickly as required by the Group IT Director - Approachable, confident and articulate – the post holder will need the ability to convey technical issues / resolutions to users with a varying level of IT - Analytical and methodical - Ability and willingness to take ownership of tasks and work as a member of a team - The willingness to share knowledge with team members, superiors and users - To train staff on all in-class technology, ensuring this technology is an enabler to their T&L not a barrier **Desirable** - Understanding of when an incident/problem needs to be escalated to the next level of support - Detailed understanding of CCTV systems and access control systems, including access permissions and control mechanisms