

Cathedral Schools Trust

IT Consultant

Job description

Job title	IT Consultant (fixed term)
Location	Central Team - Secondary sites <i>Travel required to other schools in the Trust</i>
Salary	SCP24 - SCP30 (£29,777 - £35,227 per annum) <i>This salary does not include any annual increase that may be awarded by CST Trustees for the academic year 2025/2026.</i>
Role Summary	<p>Cathedral Schools Trust is seeking an enthusiastic and highly skilled IT Consultant to join a dynamic and proactive ICT team. You will be working across all secondary schools in the Trust, working closely with our ICT Senior Technicians and the ICT Secondary Coordinator.</p> <p>Providing remote and face to face technical support as part of our Trust ICT support service, you will assist in ensuring the smooth running of our ICT systems for both staff and students.</p> <p>You will also provide assistance to the ICT Director and ICT Technical Manager to deliver projects across the Trust, and work closely with the ICT Technical Manager to look after networks, infrastructure and backups across the board.</p>
Working pattern	Full time (37.5 hours per week) year round, fixed term.
Responsibilities	<ul style="list-style-type: none"> • Promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact. • Support the installation of all new computer software and hardware as required, enabling the delivery of IT to all curriculum areas. • Proactively keep all ICT equipment and classes at their optimal levels for the best teaching environment. • Work with the Senior Technicians and ICT Coordinator to keep all network infrastructure at their optimal levels for the best teaching environment.

- Develop and maintain effective working relationships with all users, both staff and students.
- Work with the team to make sure service packs and software upgrades are applied to the relevant devices.
- Update the ICT Secondary Coordinator, CST ICT Technical Manager and CST ICT Director with any outstanding issues as required.
- Keep all asset management software updated with new equipment and changes.
- Provide 1st, 2nd and 3rd line helpdesk support as appropriate and resolve ICT incidents in a structured manner.
- Liaise with 3rd party suppliers to ensure a resolution of ICT incidents, as required
- Proactively document and report all configuration and setup changes.
- Carry out planning and setups for events requiring ICT provision.
- Develop and maintain documentation and services to support the running and development of the ICT support team.
- Ensure that all ICT management systems, processes and practices are followed to ensure maximum efficiencies.
- Work within the requirements of Data Protection (GDPR) at all times.
- When necessary, communicate with staff regarding any interruptions, outages or changes to the ICT systems.
- Completing all necessary administrative tasks effectively and efficiently including establishing and maintaining suitable timelines.
- Carry out large scale ICT projects with the ICT Technical Manager as and when needed
- Offer advice regarding infrastructure and help with the smooth running of the network and servers in all schools
- Working closely with the ICT Technical Manager to ensure that backups are running smoothly
- Bring ideas to the table for continual improvement of process and systems

	<ul style="list-style-type: none"> • Offer value regarding security of the ICT systems and participate in the ongoing efforts to secure the ICT systems of the Trust • Carry out such other tasks as deemed appropriate by the ICT Director. <p>Note: <i>The duties outlined in this job description may be modified, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title. This document does not form part of your contract of employment with the school.</i></p>
Reporting to	Tom Bliss, ICT Director
Safeguarding	<p><i>We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment. All posts at Cathedral Schools Trust are subject to pre-employment checks including, but not limited to, initial and periodic enhanced level checks with the Disclosure and Barring Service.</i></p>

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Person Specification

We are committed to creating an inclusive working environment. If you are excited about this role and can demonstrate many but not all of the areas below, we would encourage you to apply as you may just be the person we are looking for.

The listed criteria will be reviewed across the stages of our recruitment process, including application form, personal statement (within the application form), interview, references and certificates.

Skills and personal attributes:

(Personal competencies, qualities, attitude and behaviours that will allow you to perform effectively in the role, ensuring the safeguarding and welfare of children and young people)

Essential for this role:

- Commitment to safeguarding and promoting the welfare of children, young people and adults.
- Ability to clearly communicate technical issues to non-specialists and, when required, to logically guide staff and students through steps needed to resolve issues.
- Advanced technical skills to contribute effectively to high level projects
- Ability to flex between 1st line support and high level systems diagnosis to support the team effectively at all times

You are likely to have:

- Ability to diagnose / troubleshoot problems in a logical and focused manner.
- Ability to work as part of a successful team.
- Effective planning and organising skills.
- Initiative and flexibility.
- Excellent organisational and time management skills.
- Able to build positive relationships with staff and students.
- The ability to learn quickly, research ably and work without assistance when required, approaching line management when appropriate.
- The ability to document and record network changes for future reference and change logs.
- Competent numeracy skills.
- Ability to work to deadlines and under pressure.

- Self-motivation and willingness to work flexibly according to the needs of the school.
- Commitment to professional development.

Knowledge and qualifications:

(Professional, technical or academic qualifications that you have achieved relevant to this role)

Essential for this role:

- Excellent understanding of all layers of computer technology
- Understanding of technical standards, applications and principles enabling all systems to be supported, maintained and developed.
- Excellent understanding of Server Hardware and Software (including operating systems).
- Confident user of the majority of desktop applications, Microsoft Office, Adobe
- Understand the principles of structure cabling and practicalities of connecting network devices (routers, switches etc.)
- Understanding of managed switches and underlying technologies (VLANs, QoS, etc.)
- Understand the benefits and constraints of different backup methodologies and how to implement them.

You are likely to have:

- Knowledge and understanding of the relevant sections of the Data Protection Act and Health and Safety at Work Act or a commitment to undergo training as required
- Understanding of software licensing rules.
- Knowledge of virtualisation platforms such as Hyper-V/VMWare
- Knowledge of cyber security standards and how to apply them
- Understand the function of network file systems and of file and user administration utilities.
- The ability to document and record network changes for future reference and change logs.
- Foundational knowledge of how technology systems interact and function

You may have:

- Technology related qualifications such as Cisco, HP, Microsoft etc.
- Experience of GSuite Administration
- A valid UK Driving licence to be able to travel between our schools.

Experience:

(Please draw upon experience and achievements gained through paid employment, voluntary work or personal life experience relevant to this role)

Essential for this role:

- Experience in a 3rd line support role
- Proven experience in a high pressure IT environment, with hands-on experience of server maintenance
- Experience and detailed understanding of Windows networks/servers (AD, DHCP, DNS, Group Policy, etc.)
- Experience and detailed understanding of backup solutions

You are likely to have:

- Understanding of technical standards, applications and principles enabling all systems to be supported, maintained and developed.
- Experience and detailed understanding of Google or Office 365 platforms

You may have:

- Experience in an education related ICT Network environment.

Other Requirements:

- The post holder will be required to provide technical support for school events and attend some meetings outside of school time.
- The post holder will at times undertake manual handling of equipment.

Cathedral Schools Trust is an equal opportunities employer and recognises the strength in diversity. Our schools have a wide range of cultural, socio economic and religious influences and we use this to ensure that we broaden our understanding of each other and the world. Applications are welcome from all suitably qualified candidates regardless of race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, gender reassignment, disability or age, and maternity, marital or civil partner status. We particularly encourage applications from under-represented groups.

As part of our commitment to equal opportunities, we ask that all applications are made using our application form and are accompanied by an equal opportunities form. The equal opportunities form is anonymous and is not shared with the shortlisting panel.