

Candidate Information Pack:

IT Support Engineer

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RUSSELL EDUCATION TRUST

Welcome to Russell Education Trust

Dear Applicant,

Thank you for your interest in the post of IT Support Engineer at Turing House School.

We are looking for a candidate who is a committed team-player who is able to support the efficient running of the school network by being hands-on and flexible. The postholder will provide 1st/2nd line support for all hardware and software, for both staff and students, as part of our Trust wide IT Support Team.

This is an exciting role for an experienced and knowledgeable engineer to join our successful school, that is sponsored by Russell Education Trust. The successful candidate will benefit from being part of the Trust wide IT Support Team, supported by Senior Engineers on the central team.

Please see the application process details in section 6 of this pack on how to apply for the post.

The closing date for applications is Friday 29th October.

Yours faithfully,

Ian Atkinson
Trust Operations Manager

Introduction to Russell Education Trust

Background to the Trust

Russell Education Trust is a multi-academy trust comprising five secondary schools spread across the south of England. The effectiveness of the Trust and its schools has been singled out by the DfE and recognised in Ofsted reports. All RET schools were born of partnerships between local parents and RET, and this partnership remains very healthy.

Results across our schools are consistently well above average and place us in the top 16% of Trusts nationally. The five RET schools develop RET shared systems and best practice through joint working by the Trust's central team and colleagues in schools. RET and parents' representatives sit on Local Governing Bodies, with each having a high level of delegation and professional support

Russell Education Trust's Schools



Bristol Free School (established Sept 2011)

Leaders have created a culture characterised by good behaviour and respect and consideration for each other. Staff at all levels give strong support to pupils' safety and wellbeing.

Ofsted 2018



Becket Keys Church of England School (established Sept 2012)

The headteacher's inspired leadership has quickly established a vibrant, orderly community which enables students to thrive. He ensures that a family atmosphere is fostered across the school in which all students feel cared for, and valued.

Ofsted 2014



St Andrew the Apostle Greek Orthodox School (established Sept 2015)

Students are making strong progress in a range of subjects. They value the leadership opportunities open to them. Students also appreciate the support and care they receive.

Ofsted 2018



Kings School Hove (established Sept 2013)

Pupils from a range of backgrounds thrive in this highly successful and inclusive school. Leaders are dedicated, determined and ambitious. Their actions ensure a very strong sense of community, where individuals really matter. A clearly understood set of values underpins the work of the school.

Ofsted 2018



Turing House School (established Sept 2015)

The school has many strengths. Leaders have established an open culture at the school where there is a clear sense of teamwork and community across staff and pupils alike. Everyone takes pride in the school. It is a welcoming and vibrant place.

Ofsted 2018

Job Description: IT Support Engineer

1. Core Purpose

Provide 1st/2nd line support for all hardware and software for both staff and students in school; working as part of the Trust IT Team to support other sites where workload or projects dictate.

Responsible to:	Trust IT Manager
Key Relationships:	Trust IT Team, Finance & Operations Manager
Location:	West London, London Borough of Richmond
Working pattern:	Full time, full year.
Salary:	Scale point 11 to 17 (Outer London) plus local government pension. This is the equivalent to £24,692 to £27,482 as at September 2021.

2. Responsibilities

General

General Responsibilities (All Staff):

- Perform duties and attend meetings as reasonably required.
- Participate in the school's performance management scheme.
- Undergo in-service training where required.
- Contribute to the school's pastoral system.
- Observe and implement current school policies and good practice.
- Carry out such particular duties as the Headteacher, Finance & Operations Manager, Trust Operations Manager or Trust IT Manager may reasonably direct from time to time.

Specific Responsibilities

Ensure the smooth running of IT and Technology across the school, including but not limited to:

- Ensuring that all jobs are logged and recorded on the IT helpdesk and that tickets are responded to or closed within the agreed timeframes.
- Ensuring all installed software is correctly licenced and installed centrally in line with the school's policy on deploying software.
- Maintaining local school servers and M365 environment on a day-to-day basis.
- Managing and maintaining user accounts across a number of domain and online platforms, in line with the school's data and security policy.
- Responsibility for regular maintenance programmes, resolving failures in hardware and software and ensuring appropriate "housekeeping" tasks such as imaging and laptop returns are implemented daily
- Responsibility for maintaining/updating the school's IT assets and any associated equipment.
- Ensuring teaching and learning with IT can continue without interruption in classrooms.
- Providing AV support to departments including Projector/IWB, CleverTouch screens and visualisers/other peripherals.
- Supporting Performing Arts/ Media Department with productions, specialist IT and AV requirements.
- Ensuring that the school meets relevant e-safety requirements and that appropriate filtering and monitor (that does not compromise effective teaching and learning) is in place.
- Provide 1st line support for Bromcom, third party systems (including integrations) and CCTV/Access Control.
- Maintaining compressive, collaborative documentation for all areas of IT Support
- Ensure data compliance and security is always adhered to, in line with the school's data protection and freedom of information policies.

Accountabilities

The post holder will:

- Report to the School Business Manager and Trust IT Manager on all IT, Network and Security responsibilities.
- Work closely with members of the school's administration and operations teams.

Person Specification: IT Support Engineer

Knowledge/ Qualifications and Experience	Essential (E) / Desirable (D)
Experience of a 50+ user network in a support or service desk role	E
CompTIA A+/N+, MTA, MCSA or equivalent	E
Experience of M365 and Azure services	D
Experience of schools or other education facilities	D

Skills, abilities and professional attributes	Essential (E) / Desirable (D)
Well-developed interpersonal and communication skills	E
Accuracy and attention to detail including the ability to document	E
Able and willing to adopt a flexible and imaginative approach to work	E
Desire for continual improvement and process re-engineering	E
Ability to work in a demanding school environment and meet deadlines	E
Proven ability to multitask and work independently	E
Self-starter with good organisational skills and ability to prioritise own workload	E
Ability to work individually and as part of a team	E
Outstanding customer service and drive for excellence in a customer facing role	E

Notes

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to his/her Line Manager or the School's Child Protection Officer as appropriate.

How to Apply

1. Application Deadline

The closing date for applications is Friday 29th October.

2. Completing Your Application Form

Please complete all sections of the application form in full. Please note the guidance on the form about referees. Only electronic applications will be considered, which are returnable to vacancies@turinghouseschool.org.uk. The application form is also available on the school's website vacancies page by downloading the recruitment pack, please use the following link: www.turinghouseschool.org.uk/vacancies.php

3. Supporting Statement

Applicants are asked to attach a statement to their application outlining why they are attracted to this post and giving evidence of how they meet the person specification. The statement should be no longer than two sides of A4 using Arial point 11.

4. Other Documentation

Please complete the equalities monitoring form which is at the end of the application form.

5. Selection timetable

Closing date: Friday 29th October

Short listing: Tuesday 2nd November

Short listed candidates notified: Wednesday 3rd November. Applicants are asked to give an email address and mobile number on their application form which may be used for notification.

References taken up: Wednesday 3rd November. Applicants are asked to ensure referees are aware that we will contact them on that day.

Interviews: Week commencing 8th November. The selection process will involve a panel interview and a short exercise, the details of which will be provided on the day of the interview.

6. Further Information

If you have any queries regarding the post then please email Ian Atkinson, Trust Operations Manager (itreruitment@russelleducationtrust.org.uk) with any queries relating to the role, or to arrange a school tour or telephone discussion.