



Lord Grey Academy
Lord Grey Can



IT TECHNICIAN

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“Lord Grey Academy is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.”





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Advertisement

IT TECHNICIAN

Permanent

8.00am to 4.00pm (one day 3.30pm)

37 hours per week, 52 weeks per year

Salary:

Grade F, points 6 to 7 (core) £23,893 - £24,294 pa

Grade G, points 8 to 13 (enhanced) £24,702 - £26,873 pa

Required as soon as possible, an experienced IT Technician to provide support to the IT Services Manager at Lord Grey and to assist with the support and delivery of Tove Learning Trust's IT strategy and services.

The postholder will undertake a range of duties, to include:

- Providing technical support to the school community relating to the safe and secure operation of the school IT equipment and software in order to maximise the learning opportunities of all students.
- Support the IT Services Manager with the purchasing, inventory, installation and maintenance of the school / trust hardware and consumables.
- To support the school's profile on digital & social media and all associated equipment.
- Participate in the implementation of new systems and services.
- Ensure key documentation is maintained, such as asset register and network schedules.
- Review and monitor Antivirus and patching across site and advise IT Manager of status and actions required

Applicants must be hard working, willing to be flexible and able to offer a wide range of technical and practical skills. You must be self-motivated, totally trustworthy and reliable, able to take the initiative and to work as part of a team.

A vacancy booklet, information for candidates booklet and the application form are available on the vacancies section of Lord Grey Academy's website:

<http://www.lordgrey.org.uk/general-information/vacancies/>

Please note the application form and information for candidates booklet are available on the right hand side of the above link. Details on how to apply for this post are in the How to Apply Section of this booklet. Please do look at our recruitment video of our staff talking about working at Lord Grey and our document: *Why work at Lord Grey?*

Completed application form and covering letter should be submitted to Human Resources at Lord Grey Academy or emailed to hr@lordgrey.org.uk as soon as possible.

Only successfully short listed candidates will be contacted. This advert will close when the position has been filled so please apply early to avoid disappointment.



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Join an Academy part of a highly supportive and growing MAT. Lord Grey joined Tove Learning Trust in April 2018 and is situated in Bletchley on the outskirts of the growing city of Milton Keynes. We achieved our GOOD OFSTED status in Summer 2022. Since then we have gone from strength to strength with improving GCSE and level 3 results; a football partnership with Paris St- Germain and winners of MK Inspiration Awards 'Inspiring Secondary School' 2023 and MK Educations Awards 'Secondary School of the Year'; 'Maths Team of the Year' and 'Lifetime Achievement Award' November 2023. The right candidate will join us on our exciting journey and enable us to continue to provide a great education for our amazing students as we prepare them for adult life. We have a strong collegial team who create a real atmosphere of collaboration and community who embody - Lord Grey Can!

Tove Learning Trust

The trust is committed to ensuring that all students achieve as highly as possible and we work hard to offer stimulating environments that enable every learner to progress and flourish. We have a small central team and a committed Board of Trustees that are focused on delivering outstanding outcomes. We aim to have academies that are excellent communities of learning where students thrive on success. There are seven secondary schools and one primary school in this growing Trust.

The Academy is committed to safeguarding children. The successful applicant will require an enhanced DBS check.



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JOB DESCRIPTION

Role:	IT Technician
Responsible to:	IT Services Manager / School Business Manager/ Associate Principal
Based at:	Lord Grey Academy
Hours:	8.00am to 4.00pm (one day 3.30pm) 37 hours per week, 52 weeks per year
Grade:	Grade F, points 6 to 7 (core) Grade G, points 8 to 13 (enhanced)

Job Context

Tove Learning Trust consists of twelve academies across Northamptonshire, Buckinghamshire and the West Midlands..

Although primarily based at and providing services to their base school, there is a requirement to participate in the central services element of the role across the trust. The IT Technician will work as part of a team who will ensure safe, efficient and effective operation and maintenance of IT and digital services in the trust schools. Opportunities to develop a specialism that allows the trust to function as a central service in a number of other technologies including but not limited to telephony, print management and social/ digital media etc. will be available and will lead to payment for the role at the enhanced level.

Key Responsibilities

- Support the IT Services Manager and TLT Head of IT, to support, and deliver the Trust's IT strategy and services.
- Provide technical support to the school community relating to the safe and secure operation of the school IT equipment and software in order to maximise the learning opportunities of all students.
- Support the IT Services Manager with the purchasing, inventory, installation and maintenance of the school / trust hardware and consumables.
- To support the Marketing Officer in ensuring the school's profile on digital & social media and all associated equipment.
- Participate in the implementation of new systems and services.
- Ensure key documentation is maintained, such as asset register and network schedules.
- Review and monitor Antivirus and patching across site and advise IT Services Manager of status and actions required

Job Description

IT Strategy and Services

- 1) Contribute to optimising the IT department's performance in order to provide a fast, efficient service to all stakeholders.
- 2) Engage with and work towards achieving and maintaining ITIL recognised standards of support within the Trust's IT Support Function.
- 3) Contribute to the overall ethos, work and aims of the Trust and its Schools.
- 4) Support the effective implementation of projects and Trust/School IT initiatives.



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Technical Support at base location

- 1) Assist with managing access to Wi-Fi and school networks.
- 2) Rapid, first line response to classroom technical difficulties or access issues.
- 3) Assist students and staff with access to the network including password resets, storage and printing issues.
- 4) Assist with the administration of classroom management software including the maintenance of access for information systems including but not limited to Adobe / SIMS / Insight / Go4Schools / ClassCharts / ShowMyHomeWork etc.
- 5) Assist the IT Services Manager with the technical upgrade, implementation and training for all school related software including but not limited to SIMS/Go4Schools/Parentmail/SchoolCloud/Google Classroom platforms.
- 6) To assist with managing access to the network and keep groups and lists up to date.

IT hardware & consumables

- 1) Contribute to IT projects including the installation and configuration of new and existing IT equipment.
- 2) Carry out repairs and maintenance to hardware to maximise the efficiency of equipment.
- 3) Assist in the management of the schools' wireless network and advise trust wide as appropriate.
- 4) Follow the school procedures for the correct disposal of damaged and un-repairable equipment (WEEE) and support the school in meeting its recycling duties in line with current procedures and legislation.
- 5) Order and distribute IT related consumables in line with the trust strategy.
- 6) Support the maintenance and development of the school's network cabling infrastructure.
- 7) Ensure an up to date inventory is maintained and assist with the production of an annual audit of the IT equipment with the IT Services Manager.
- 8) Implement the school's equipment cleaning programme for all IT equipment including computers, laptops and projectors.

Service desk support

- 1) Problem solve and troubleshoot issues on the staff & students' computers such as software, hardware, configuration and user errors.
- 2) Provide a high quality of user support to include:
 - Classroom Management Solutions (eg. Impero)
 - Google applications
 - Relevant software packages
 - Desktop support
 - Peripherals support
 - VOIP phone support
 - Install software as required and expected standards.



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General

- 1) Carry out all problem solving, changes, configuration, availability, capacity and continuity processes in-line with the framework for IT in school's recommendations and guidelines.
- 2) Actively pursue training and accreditation on agreed plans for the school network and system developments and upgrades including software.
- 3) Take responsibility for their own professional development, continually keep updated about new initiatives in educational IT, and contribute to the school as a learning organisation.
- 4) To contribute to the Health and Safety of pupils and other staff in accordance with Health and Safety regulations and DSE legislation.
- 5) Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Enhancement

- 1) Develop enhanced skills to contribute to a key area of IT development and become a member of the trust wide team that leads on this area of specialism.
- 2) Be prepared to travel to other schools in the Trust to assist with the implementation or development of systems or equipment linked to this specialism.
- 3) Engage with research and discussion when considering developments across the trust in this area.
- 4) Lead on a key aspect in your base school.

Tove Learning Trust expects its employees to work flexibly within the framework of the job description. This means the post holder may be expected to carry out work that is not specified in the job description but which is within the remit of the role, duties and responsibilities.

Tove Learning Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff & visitors to share this commitment.



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PERSON SPECIFICATION

EXPERIENCE / KNOWLEDGE	Essential	Desirable	How evidenced
At least 2 years technical experience supporting networks	✓		A I R
At least 2 years' experience of installing, configuring and supporting desktop systems in a networked environment	✓		A I R
Good working knowledge of Microsoft operating systems / office suite	✓		A I R
Good working knowledge of Google Workspace and applications		✓	A I R
Technical experience supporting/ administering networks		✓	A I R
Experience of installing, configuring and supporting desktop systems in a networked environment		✓	A I R
TECHNICAL JOB RELATED SKILLS	Essential	Desirable	How evidenced
Training on a range of systems	✓		A I R
Basic understanding of WAN and LAN technologies	✓		A I R
Knowledge of school related software such as SIMS, Insight, Parentmail, Moodle and Go4Schools		✓	A I R
PERSONAL JOB RELATED SKILLS	Essential	Desirable	How evidenced
Ability to communicate instructions clearly and patiently to users both face-to-face and over the telephone	✓		A I R
Ability to express complex information and ideas orally and in writing in a manner, which is appropriate, logical, well-structured, accurate and meaningful to the audience		✓	A I R
Ability to solve problems while working to a deadline.	✓		A I R
A tidy worker with an eye for detail to ensure installations are neat, tidy and follows appropriate industry standards and Health & Safety guidelines	✓		A I R
Good knowledge and understanding of ICT concepts and practice, current technologies and trends	✓		A I R
Excellent interpersonal skills and substantial experience of client/user contact in a variety of situations	✓		A I R
Considerate and responsive to minimise disruption to the day-to-day activities of the school during installation/ upgrades	✓		A I R
Ability work as part of a team	✓		A I R
Ability to prioritise workloads effectively	✓		A I R
Ability to be flexible and prepared to exercise initiative in the execution of their duties	✓		A I R
Physically fit as the post holder will have to lift/move PCs, monitors, printers	✓		A I R
Excellent knowledge of the health and safety requirements of IT equipment		✓	A I R
A flexible attitude to working service hours	✓		A I R



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EDUCATION / QUALIFICATIONS	Essential	Desirable	How evidenced
Educated to GCSE Level or equivalent in English and Maths	✓		A I R
Educated to GCSE Level in Information Technology or equivalent		✓	A I R
Degree level or equivalent with relevant qualification in IT		✓	A I R

A – Application form I – Interview R – Reference