

## IT Technician

<b>Contract Type</b>	37 hours, 52 Weeks	<b>Start Date</b>	As soon as possible
<b>Contract Term</b>	Permanent	<b>Closing Date</b>	Sunday 18 February 2024
<b>Salary</b>	Grade 5 £27,803 - £30,296 FTE	<b>Location</b>	Primary Schools – Based at Mercia School

### The Trust

We are a 2-18+ cross-phase Trust based in south and southwest Sheffield, serving a range of diverse communities. Our mission is simple: to ensure every child, irrespective of background, starting point or need, attends an exceptional school.

Our seven schools (four primary and three secondary) are very effective, continuously improving, and over-subscribed. Several are sector leading at a city, regional and national level, and there is much expert practice.

Mercia Learning Trust operates a central IT support team made up of an IT Director, three Trust Network Managers and three IT Technicians. The team provide support for all trust IT systems and services across the four primary and three secondary schools. The trust is embarking on an ambitious centralisation project to bring all systems together into a centralised infrastructure. The successful candidate will be part of the team that design, build and implement this centralised infrastructure and have access to training and development opportunities.

The centralised team have offices based in King Egbert, Newfield and Mercia School. Whilst the role will be primarily working across our four primary schools, the successful candidate will be based at Mercia School.

### The Role

Duties will include: prioritising, diagnosing and resolving day to day problems relating to hardware and software; carrying out maintenance, modification and installation of IT equipment; administering user accounts, maintaining records and assisting end users.

To be technically suitable for this role, you must have a good general knowledge of IT systems and should specifically have knowledge and experience of:

- Microsoft Windows, Apple macOS and iOS Operating Systems
- Hardware and software installation and management
- Basic networking maintenance
- Active Directory management
- Microsoft 365 and Google Workspace

- Desktop imaging solutions (SCCM, WDS, MDT)
- Experience of School specific software such as Promethean ActivInspire and Sims.net is beneficial

The successful candidate will:

- Be diligent and conscientious when providing support across the curriculum and key stages
- Be a good communicator and is willing and able to work alongside school colleagues
- Demonstrate initiative, creativity, and problem-solving skills
- Be able to work as part of a team. Being able to work independently is essential for this primary school based role.
- Be flexible, approachable and with a friendly disposition
- Have a can-do attitude and have the ability to work under pressure, meet deadlines and tackle ad-hoc projects with enthusiasm

## JOB DESCRIPTION

<b>Post Title:</b>	<b>IT Technician</b>  *This post is a designated customer facing role under the fluency duty and requires a specified level of spoken English in the person specification
<b>Grade:</b>	<b>5</b>
<b>Hours/Weeks:</b>	<b>37 hours / 52 weeks per year</b>
<b>Responsible to:</b>	<b>IT Director</b>
<b>Responsible for:</b>	<b>Not Applicable</b>

**The post holder must at all times carry out his/her responsibilities within the spirit of Mercia Learning Trust and School policies and within the legislative framework applicable to academies.**

### PURPOSE OF THE POST

- Provide an outstanding and highly effective IT service for staff and students.
- The post holder will primarily be working across our primary schools and based at Mercia School but is expected to work across the Trust as part of the Mercia IT Team.

### SCHOOL WIDE DUTIES

- Provide friendly and efficient first line IT Helpdesk support to staff and students
- Prioritise, diagnose and resolve day to day problems relating to hardware and software in a timely manner
- Maintain accurate records for the purposes of system and asset management
- Assist in the procurement of appropriate hardware and software using the Trust financial policies
- Carry out maintenance, modification and installations of IT equipment
- Support the development of school and trust-wide IT systems and services
- Assist and train end users in the effective use of IT hardware and software
- Administer user accounts
- Help maintain the security of systems to protect users, hardware and data

### TRUST WIDE DUTIES

- Work alongside colleagues in developing best practice within the Trust

- Assist in Trust wide projects

### **WORKING ENVIRONMENT AND CONDITIONS OF THE POST**

- The post may be required to travel and work within any school in the Mercia Learning Trust.

### **GENERAL DUTIES**

- To contribute to whole school events as and when required.
- To ensure accurate records are securely maintained and held in accordance with General Data Protection Regulations (GDPR)/Data Protection Act 2018.
- Be aware of and support diversity, ensuring equal opportunities for all.
- Develop professional, constructive relationships with other agencies, schools and professionals.
- Participate in meetings, training and performance development as necessary.
- Recognise own strengths and areas of expertise using these to advise and support others.
- Be willing to undertake training and professional development as required of the post.
- Any other duties and responsibilities appropriate to the grade and role.

### **PROMOTION OF TRUST VALUES**

- To contribute to the overall development of Mercia Learning Trust to ensure the Trust operates on the basis of shared and collective responsibility.
- To contribute to the overall ethos, work and aims of Mercia Learning Trust.
- To support and contribute to the Trust's commitment to safeguarding all students. All schools in the Mercia Learning Trust are committed to safeguarding and promoting the welfare of children and young people. Therefore, all employees are expected to share this commitment.
- To be aware of the school's duty of care in relation to staff, students and visitors and to comply with all health and safety policies at all times.
- To be aware of and comply with the codes of conduct, regulations and policies of the School and its commitment to equal opportunities.
- All the above duties and responsibilities to be carried out in accordance with policies adopted by the School Governing Body and current legislation with an emphasis on Customer Care, Equal Opportunities, Data Protection and Health and Safety

This job description is current at the date indicated below but, in consultation with the post holder, it may be changed by the Headteacher/CEO to reflect or anticipate changes in the post commensurate with the grade or job title.

**Issue Date: January 2024**

## PERSON SPECIFICATION

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<b>Hours/Weeks:</b>	<b>37 hours / 52 weeks per year</b>
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<b>Responsible for:</b>	<b>Not Applicable</b>

SPECIFICATION	ESSENTIAL	DESIRABLE
Qualifications/ Training	Very good literacy/numeracy skills  Good GCSEs/GCE A Levels or equivalent experience	Experience supporting ICT in the education sector.  Microsoft or CompTIA certification(s).
Experience	Supporting users of Windows, macOS and iOS Operating Systems.  Experience of supporting and range of applications and cloud-based software such as Microsoft Office, Microsoft 365 and Google Workspace.  An awareness of networking theory (TCP/IP, switches, routers and cabling).	An understanding of Windows Server technology including Active Directory, DNS, File and Print Services.  An experience of working with Windows Group Policy.  A good understanding of networking protocols such as TCP/IP.  Experience of AV equipment such as projectors and touchscreen devices.

Knowledge/Skills (Ability to)	Ability to work positively as a member of a team. Ability to work under pressure. Efficient record keeping Common sense	
Personal Qualities	Motivated with a can-do attitude  Ability to relate to and build relationships with staff and other members of the Trust community.  A positive demeanour  Stamina, resilience and a capacity for hard work  Willingness to participate fully in Trust activities.  Willingness to undertake training and professional development as necessary.  Excellent interpersonal skills	Sense of humour and humility  A proven ability to work independently across multiple schools.

## HOW TO APPLY

All candidates must complete the following application process.

- All applicants must submit a Trust application form. We do not accept CVs or Council Forms. The application form can be found under 'Careers' at [www.merciatrust.co.uk](http://www.merciatrust.co.uk)
- Email your completed application to [recruitment@merciatrust.co.uk](mailto:recruitment@merciatrust.co.uk) or post it to:
 

MLT Recruitment Team  
 Mercia Learning Trust  
 79 Glen Road  
 Sheffield, S7 1RB

After your application has been submitted:

- In all cases written references will be taken up and made available to interviewers BEFORE the final selection stage.
- All applications that have been submitted via email will receive an email confirming receipt.
- An email and/or letter will be sent to shortlisted candidates with details of the interview process.
- If you have not heard from us within 2 weeks of the closing date, please assume that on this occasion, your application has been unsuccessful.

Further information:

- Take a look at [www.merciatrust.co.uk/careers](http://www.merciatrust.co.uk/careers) for more on what it's like working for the trust, what we offer you, and what we're looking for.
- Should you require any additional information about the role or the school, or would like an informal discussion or out of hours visit, please contact us on 0114 3494230 or [enquiries@merciatrust.co.uk](mailto:enquiries@merciatrust.co.uk)
- For more information about the application process, please email [recruitment@merciatrust.co.uk](mailto:recruitment@merciatrust.co.uk).

The closing date for applications is **Sunday 18 February 2024**

### **The small print**

Mercia Learning Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment. If you are shortlisted, your suitability to work with children will be explored, and this will include disclosing convictions. The information you disclose may be discussed with you during the interview.

The successful candidate will therefore be required to complete a DBS check in line with the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975 and the Police Act Regulations.

In accordance with DfE Keeping Children Safe in Education 2022, an online search will be completed on all shortlisted applicants prior to interview. Any relevant information will be discussed further with the applicant during the recruitment process.

We are an Equal Opportunities employer. Our staff are recruited and promoted on the basis of their merits and abilities and no job applicant or employee receives less favourable treatment on the grounds of racial group, origin or nationality, sex, disability, marital status, age, sexual orientation, political or religious beliefs or trade union activity. Please indicate whether there are any reasonable adjustments or access requirements you would need to help you to attend an interview. If you wish to discuss your requirements prior to submitting your form, please contact the Recruitment Team on 0114 349 4230. Alternatively, please give details on a separate sheet and return with your application form.