

# CANDIDATE INFORMATION PACK



CITY OF LONDON  
ACADEMY  
SHOREDITCH PARK

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IT Technician

EMBRACING TRADITION • PURSUING EXCELLENCE • LEADING CHANGE

## CEO WELCOME

**Dear Applicant,**

**I am delighted that you have chosen to apply for a post with the City of London Academies Trust.**



COLAT is driven by the ambition to deliver exceptional educational outcomes for the young people we serve, combining the heritage and traditions of the City of London Corporation with a creative and effective approach to teaching and learning.

Our expectations are high for both our students and our staff and as such we work to three core values: integrity, professionalism and care. We demonstrate real care by insisting on the highest expectations of behaviour in every phase and setting. Our curriculum is regularly reviewed and updated to ensure that every young person is afforded the knowledge and skills they need to be successful. We promote and support excellent classroom pedagogy as well as ensuring we have common approaches to assessment and intervention. This is how we care for our young people and ensure that they achieve the highest possible outcomes and are able to counter the many aspects of disadvantage they, their families and our wider communities experience.

Our 'Foundations of Excellence', which run through all Trust schools, have been the framework for our sector-leading success so far. These core principles led to the City of London and COLAT previously being recognised as the best performing academy chain for progress and attainment of disadvantaged children ('Chain Effects', The Sutton Trust). This fuels our determination to continue to develop the work we do, while remaining focused on the ambitions for our schools and making a significant difference to children's lives.

In striving for excellence in all aspects of our work, we are acutely aware that this will only be achieved through hard-working and motivated staff. Our care for staff means that we invest in our people, allowing them to grow and achieve their career goals within the Trust or beyond. We are committed to providing first-rate training and development opportunities to all our staff, in addition to excellent career advancement opportunities within our growing Trust.

In the classroom, and around school, we expect the kind of exemplary behaviour that allows our staff to generate exceptional learning outcomes for our children. Being sponsored by the City of London Corporation also means our staff benefit by having access to a huge range of resources, events and exciting learning opportunities that other Trusts are simply not able to offer.

We are always looking for like-minded individuals to join us on our journey. Making the choice to work for COLAT means making the choice to be part of an evolving, ambitious and supportive Trust where you are valued, encouraged and can develop your specific talents, whatever they may be. We look forward to receiving your application.

**Yours faithfully,**

A blue ink handwritten signature of Mark Emmerson, consisting of a stylized 'M' followed by a cursive 'Emerson'.

**Mark Emmerson**  
**Chief Executive Officer**

## WHO WE ARE

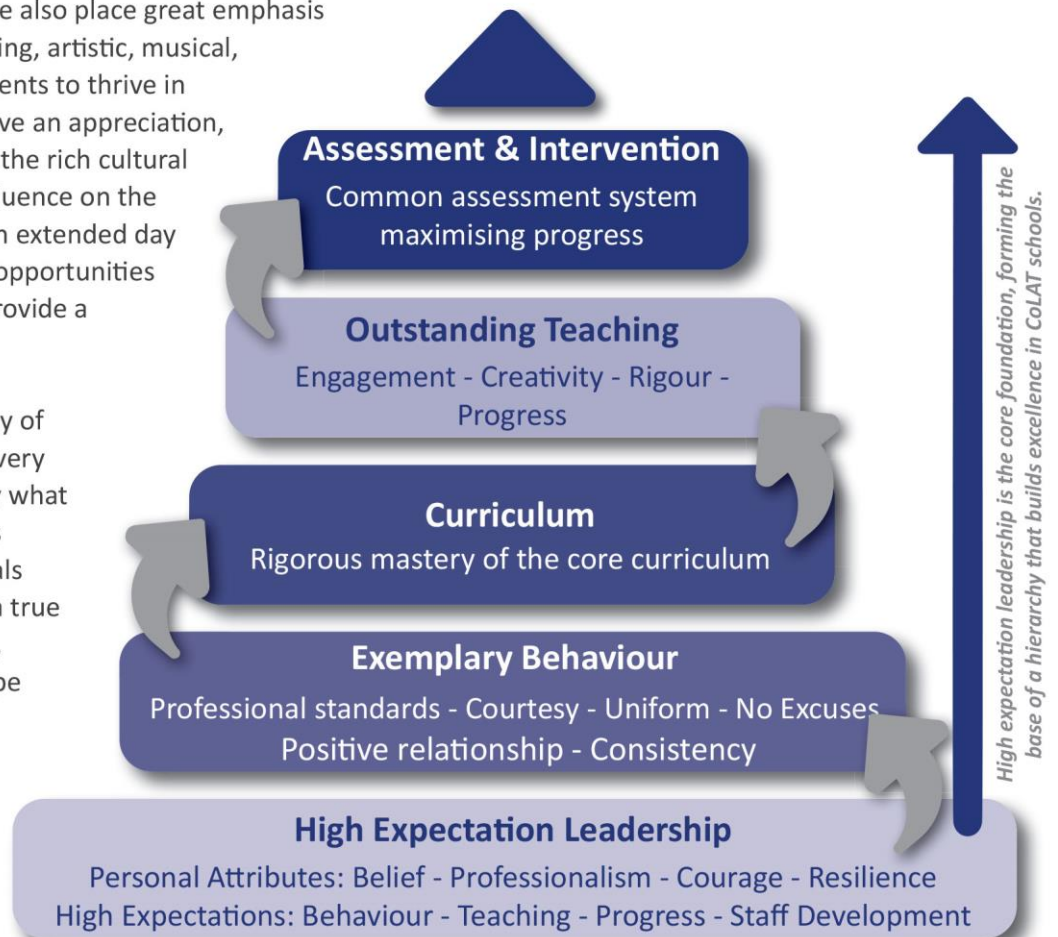
**City of London Academies Trust operates schools in areas of significant disadvantage and believes strongly in the transformational nature of education.**

We are unashamedly academic and unapologetically results driven because we recognise that strong SATs, GCSE and A level outcomes lead to increased life opportunities for our students. All our schools adopt a warm/strict approach, with every one of our School Leaders adhering to and aligning with our COLAT behaviour systems. Our simple, clear, and consistent routines, rituals and norms embed strong habits delivering exceptional student behaviour. In our schools, our teachers can teach, and students can learn, uninterrupted. We take great pride in curating an exceptionally positive learning environment and we obsessively guard against anything which may compromise our strong ethos and culture.

Our curriculum is knowledge rich. We believe in teaching ‘powerful knowledge,’ and educating our students on the ‘best that’s been thought and said’ is crucial to giving them the best possible chance of success in life. More broadly, we find opportunities to elevate the curriculum to ensure our most able students can compete with their more privileged peers. Our curriculum is coherently and intelligently sequenced, with our Subject Improvement Leads working closely with Heads of Department to drive gains in learning and develop subject specific pedagogy. We are working on creating a standard curriculum in most of our subjects; this will help reduce teacher workload by taking away the production of high-quality resources and assessments, freeing up our expert teachers to grapple with the delivery of the content and focus on the learning.

Our teaching approach is influenced by the works of educationalists such as Doug Lemov. We are confident we know what works for schools in our specific context, and we have spent a long time codifying our approach, whilst also providing sufficient flexibility for our teachers to add their own unique personality and dynamism to their classrooms. Results are important to us, but we also place great emphasis on developing our students’ sporting, artistic, musical, and linguistic talents. For our students to thrive in modern Britain, they must also have an appreciation, understanding and attachment to the rich cultural heritage of our country and its influence on the wider world. All our schools run an extended day to deliver an array of enrichment opportunities and super curricular sessions to provide a truly holistic education.

It is an exciting time to join the City of London Academies Trust, and we very much hope you will be inspired by what you learn about us. We are always excited to meet fellow professionals and there is no better way to get a true sense of a school’s culture, values, and ethos than by visiting. We hope you take up this opportunity so you can see what life-changing opportunities our schools provide, and how integral our people are to this mission.



# PROFESSIONAL DEVELOPMENT

**We are committed to providing individualised and impactful professional development for every member of our COLAT community, and we offer a menu of talent pathways to support you at every stage in your career.**

These pathways are research-based, designed for COLAT schools and delivered by experts from across the Trust. They provide Trust-wide training and networking opportunities to support you to achieve your career goals.


The Talent Pathway menu includes:

- **Aspiring to Middle Leadership: Leading a Department**
- **Aspiring to Middle Leadership: Leading a Year Group**
- **Aspiring to Middle Leadership: Leading a Operational Department**
- **Aspiring to Senior Leadership: Curriculum, Teaching and Learning**
- **Aspiring to Senior Leadership: Personal Development, Welfare and Behaviour**
- **Aspiring to Senior Leadership: Personal Development, Welfare and Management**
- **Aspiring to SEND Leadership**
- **Aspiring to Operational Functions Leadership**

If you are interested in one of our Talent Pathways, please do ask for more details during your school visit or interview.

## EMPLOYEE BENEFITS

**We invest in and support our staff by keeping their development a priority, and we are proud to have a range of benefits to ensure staff feel valued, including:**

- **Teachers' or local government pension scheme with a generous contribution from the Trust**
  - **Occupational maternity and adoption pay following 26 weeks of continuous service**
  - **Generous annual leave entitlement**
  - **Sabbatical leave entitlement for up to one year (unpaid) after five years' continuous service**
  - **Cycle to work scheme**
  - **Corporate gym membership rates**
  - **Travelcard loan scheme**
  - **Annual training and development opportunities in addition to in-house staff development**
  - **Access to City of London housing allocation scheme**
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## Principal's Welcome

### City of London Academy Shoreditch Park

We are currently looking to appoint driven and highly skilled staff members to our talented and experienced staff body who will help us achieve outstanding outcomes (progress 8 of +1 and above) and who are willing to stay the course to achieve this.

If you are aligned with our vision, values and mission to improve students' life chances, we want to hear from you.

We are looking for candidates who will contribute to improving every aspect of the school's provision, even the outstanding elements. The successful candidate will have an eye for detail, recognise excellence when they see it and not be afraid to challenge underperformance when standards are not as high as they should be. You will have the necessary skills and qualities to support the school to achieve its objectives. You will be someone who wants to contribute to all aspects of academy life and who has a constant eye on outcomes for students.

Our staff body is characterised by a relentless focus on student outcomes and supporting students from disadvantaged backgrounds, as well as the attention to detail and high expectations that are required to do so. We have extremely strong behaviour routines with line ups, single file silent corridors and family dining: all the key components of a warm/strict school.

City of London Academy Shoreditch Park opened in September 2017 and is now a full, thriving school with the highest academic outcomes in the City of London Academies Trust. We are looking for members of staff who will join our mission to continually drive up our progress 8 score of +0.37. Our long-term vision is to become the best school in the country, and to achieve this we need the best teachers and support staff in the country.

Whatever their background or starting point, we aim to teach our students the skills, knowledge and values that will enable them to become happy, successful and employable young adults. Our culture balances expectations of self-discipline with the positive support from teachers that enable students to feel happy and safe in school.

If you share this moral imperative, then we welcome your application for this role.

I look forward to hearing from you.



Holly Arles  
Principal

## IT Technician - Job Description

<b>Post:</b>	IT Technician
<b>Accountable to:</b>	IT Service Manager
<b>Grade Scale Point Range:</b>	Grade 5, NJC Scale Points 12-16
<b>Salary Range:</b>	£31,716 - £33,717 (fte)
<b>Working Pattern:</b>	Full Time, 35 hours per week, 52 weeks per year.
<b>Location:</b>	City of London Academy Shoreditch Park (Primary Site) with the requirement to travel to various locations across the Trust within London as needed.
<b>Disclosure level:</b>	Enhanced

### **Main Purpose:**

- To support the School and Shared IT Service in providing a high quality, comprehensive and efficient IT support function.
- To ensure delivery of the school's IT requirements, in line with the Trust's IT strategic plan and be accountable for the quality of work delivered.
- To provide a first contact service to assess and diagnose reported incidents and second level support by investigating raised incidents and provide resolutions within the service level agreement targets.
- To ensure the smooth running of IT systems and infrastructure at the Academy to facilitate outstanding teaching, learning, administration and leadership.
- To provide remote and face to face technical support in line with the Trust's IT Service definition.

This role will be part of the Shared IT function to deliver IT services to the designated home Academy and on occasions there may be a requirement for the Technician to undertake works at various locations across the Trust, within London, as required by the Service.

### **Key Accountabilities**

Listed below are the key accountabilities for this role; however, this list should not be viewed as exhaustive:

#### **Service Desk**

- Ensure an accurate log of incidents/requests are maintained through the IT service desk, including items reported verbally, to enable tickets to be adequately tracked, resolved and reported on
- To retain ownership of all incident and service request tickets and ensure users are regularly informed of the status of their support ticket

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- Assess incoming tickets and prioritise your work according to defined service performance indicators
- Answering incoming service desk calls or collaborate on ticket resolutions as required by the service
- Record details of tickets and diagnostic information to assist with the building of the knowledge base
- To re-route or escalate support tickets to the appropriate IT Service Manager, 3rd line support or other stakeholders to achieve resolution.
- Provide IT support to remote users as required by the service.

## **Service Operation**

- Liaise with the relevant site contacts such as SLT link and/or the IT Service Manager to ensure that all specific local site and Trust IT requirements are met.
- Build and maintain positive working relationships with staff, 3rd parties and partner schools/clients

Maintain a customer oriented and professional identity of the IT Support Services.

- Assist with IT procurement as appropriate, providing advice to relevant stakeholders and reviewing technical specifications whilst adhering to the principles of best value.
- Maintain records of site visits and call outs to ensure adequate administration of IT services.
- Ensure routine system checks and maintenance to ensure systems and devices are in line with the effective operation of the service.
- To maintain accurate inventory information on the Academy's IT estate in accordance with asset and change management procedures.
- Report faulty ICT equipment under warranty to manufacturers and arrange the collection of faulty equipment within the asset management procedures.
- Collaborate with 3rd party contractors on reported incidents and work towards satisfactory resolution of problems as they arise.
- Assist with the delivery of IT projects and rolling maintenance programmes as required by the service.
- Attend relevant IT Service meetings and complete IT support duties as necessary and where appropriate.

## **Technical Support**

- Support, maintain and deploy all IT hardware and software resources used, without exception:
  - Install, diagnose and resolve IT hardware and peripherals, performing hardware repairs and upgrades as necessary.
  - Image, deploy and maintain a variety of end user devices such as Windows based PCs, Mobile devices including laptops, tablets and chromebooks, as well as Apple OS, iMacs and iPads
  - Install, configure and maintain multi-functional printers, AV and classroom equipment ensuring that this hardware is regularly tested and ready for use when required.
  - Install, configure, maintain Academy VOIP/Telecom equipment.
  - Install, configure, test, diagnose and resolve software applications including patching, updates/ upgrades, ensuring compliance with software licensing regulations at all times.

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- Perform maintenance, diagnostic and recovery routines on active network infrastructure and related IT equipment, including VLAN changes, escalating where necessary.
- Perform maintenance on the passive network infrastructure and cabling.
- Maintain and support incoming services such as CPE equipment and WAN links, escalating to senior level of support where necessary.
- To ensure that the server and network infrastructure onsite are regularly checked and maintained in accordance with IT service best practice and procedures.
- Work with the Trust's IT team to support the on-site infrastructure elements such as physical & virtual servers, UPS's and other networked devices to ensure the availability and security of the network, data and applications.
- To administer user login accounts, ensuring that new staff and students receive credentials in a timely manner.
- To manage distribution and security groups within the Academy to ensure that staff and students have appropriate access to the data and resources.
- Ensure that all Academy systems documentation is maintained and updated as required.
- Maintain Academy internet filtering systems and policies.
- Actively support, maintain and monitor security of the IT system to ensure the integrity of data, systems and resources, following Academy backup, virus protection and security procedures.
- Monitor the performance and effectiveness of systems/end-user devices and peripherals, resolving hardware and software faults, escalating within the IT Service as appropriate.
- With the assistance of the IT Services Manager or Trust IT Team, implement relevant IT Service security policies.
- Ensure changes requests are made and implemented in line with IT Service procedures.

## **Compliance**

- Ensure compliance with Trust data protection policies, reporting any breaches or concerns to the Data Protection Officer.
- Ensure the IT Support Services complies with Health & Safety legislation in relation to ICT hardware and use.
- Ensure compliance against Academy IT cyber and security policies.
- Ensure that the IT Support Service is acting responsibly and legally with respect to copyright, acceptable use and data protection.
- Compliance with all government legislation.
- Compliance with Academy/MAT Policies, rules and regulations.

## **Other**

- Ensure any documentation produced is to a high standard and is consistent.
- Participate in training and other learning activities as required.
- Provide appropriate guidance and supervision and assist in the training and development of users as appropriate.
- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with your line manager.
- Undertake such other duties as reasonable correspond to the general character of the post and commensurate with roles of this level within the Trust IT Support Service.
- Provide support to end users and other Trust schools as required by the service.



## **Statutory**

- To work within a framework of best practise governed by the relevant occupational standards to support excellence in teaching and learning.
- To promote the safety and wellbeing of students, ensuring that the school's Child Protection and Safeguarding policies and procedures are promoted within the school.
- To be responsible for your own health and safety and that of students and your colleagues, in accordance with the Health and Safety at Work Act 1974 and relevant EC directives.
- To adhere to the Academy's Equality policy in all activities, and actively promote equality of opportunity.

## **Safeguarding Children**

COLAT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The person undertaking this role is expected to work within the policies, ethos and aims of the Trust and to carry out such other duties as may reasonably be assigned. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

## **English Duty**

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

## IT Technician – Person Specification

### Our Values and Vision

The City of London Academies Trust, sponsored by the City of London Corporation, aims to provide high-quality education for students and pioneer educational innovation. We are driven by the ambition to provide world-class experiences and deliver exceptional educational outcomes for the young people we serve.

All City of London academies draw upon the traditions, institutions, heritage and historical successes of London to furnish each of their diverse communities with life-transforming learning experiences. In doing so, we believe that the young people we serve develop into successful, compassionate young adults, who make a positive contribution to their local, national and global communities.

Our schools are characterised by a common understanding of what makes outstanding schools, based on five key principles which are known as our 'Foundations of Excellence'.

### Our Staff

Our staff have high expectations, are consistent and driven to provide the best teaching and opportunities for our students. Teachers work in a well-disciplined environment where they are able to teach creative and engaging lessons, and all staff are given exciting opportunities to develop and learn from exceptional practitioners.

### Equal Opportunities

The postholder will be expected to carry out all duties in the context of and in compliance with the COLAT Equalities policies.

	Essential	Desirable
<b>Qualifications and Training</b>		
Hold a recognised technical qualification (Cisco CCNA, CompTIA A+, Cisco IT Essentials, MCSA/MCP or MCITP etc) at NVQ level 3 or equivalent experience	✓	
ITIL foundation or higher		✓
<b>Experience, Skills and Knowledge</b>		
At least 2 years' experience of supporting IT systems or similar technical background	✓	
Evidence of working unsupervised or independently	✓	
Previous knowledge or experience within the education or school sector		✓
Experience of supporting Microsoft Office suite	✓	
Experience of using Capita SIMS or similar MIS databases		✓
Experience of setting up and running a range of administrative systems	✓	
Experience of supporting Google Apps for Education, Chrome OS and Chromebook Devices		✓
Experience in support and maintenance of Windows 10/11	✓	
Experience in support and maintenance of Windows Server infrastructure services, including AD, GPO, DNS, DHCP	✓	
Experience of supporting and configuring Hyper V		✓
Experience in support and maintenance of network printers	✓	

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Experience in using and supporting Apple Devices and OS, IOS, iPad OS and related devices management technologies	✓	
Experience in supporting Cisco/Meraki Active Network and Wifi Infrastructure components		✓
Experience with Web filtering products LGFL, Smoothwall, Netsweeper, Lightspeed		✓
Experience with Sophos Enterprise Console and other managed antivirus systems		✓
Experience of working with Audio Visual Equipment		✓
Experience and understanding of incident, request and change management processes through an IT Service desk	✓	
Understand the importance of a service level definition	✓	
Understanding of networking and telephony systems	✓	
Good understanding of the networking stack, TCP/IP and subnetting		✓
Comfortable with a range of backup products including Veeam, Arcserve		✓
Basic understanding of network cabling	✓	
<b>Personal Qualities</b>		
Demonstrable ability to keep on top of/evaluate a fast-changing context	✓	
Excellent written and oral communication skills with demonstrable experience of reaching consensus across a wide range of independent stakeholders (i.e. students, parents, staff, senior leaders and administrators), consultants, contractors	✓	
Excellent interpersonal skills including common courtesy, tact and confidentiality	✓	
Excellent problem-solving skills	✓	
Ability to organise and prioritise workload and work on own initiative	✓	
Able to identify and categorise relevant information for recording purposes	✓	
Ability to use a range of tools such as spreadsheets, word processing, presentation and publishing applications to produce professional communications	✓	
An ability and aptitude to research and learn new technologies	✓	
An ability to communicate efficiently and confidently to staff and students	✓	
An ability to explain technical issues in an accessible manner	✓	
Ability to work hard under pressure while maintaining a positive, professional attitude	✓	
Ability to work as part of a team	✓	
Flexible approach and willing to contribute to the success of the team	✓	
Commitment to personal career development	✓	
Willingness to learn and undertake training in-post	✓	
<b>Other</b>		
Commitment to safeguarding and promoting the welfare of children and young people	✓	
Willingness to undergo appropriate checks, including enhanced DBS Checks	✓	
Motivation to work with children and young people	✓	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓	

## HOW TO COMPLETE THE APPLICATION

**Vacancy Title:** IT Technician

**Vacancy Description:** Permanent

**Vacancy Location:** COLA Shoreditch Park with travel to various locations across the Trust

**Vacancy Closing Date:** Monday 8 July 2024

**Submission:** Applications must be submitted via the TES portal

It is essential that a fully completed application form is submitted. City of London Academies Trust cannot accept CVs alone. It is recommended that you retain a copy of your application form, so you can refer to it if you are invited for interview.

The main sections of the application form ask for various information relating to your work, educational and personal history. This information allows your application to be fully assessed against the criteria/competencies required for the job. When completing the application, you should provide your entire work history, including a description of any gaps in employment. In addition, outline your skills, qualifications and any notable awards. These can be selective, and you only need to provide those you consider relevant to the job you are applying for.

Your letter of application/supporting statements is the most significant element of the application form. Using no more than 1,000 words please provide an accompanying letter explaining why you are applying for this post and how your experience, skills, training and personal qualities match the requirements of the role as set out in the job description and person specification.

As part of your letter of application/supporting statement we are interested in knowing your impact so please provide relevant evidence. For instance, if you are seeking a pastoral role provide relevant data on the reduction of exclusions. If seeking a teacher role provide progress and attainment data of classes taught. If you do not meet all the essential criteria, it is unlikely that you will be shortlisted.

City of London Academies Trust asks that all potential employees highlight any relationships to school governors or employees to ensure all applicants are treated fairly.

For example, it may be inappropriate to offer someone a position within an organisation where they work for a family member or asking someone to take a position where they manage grants for voluntary services when their family works for a relevant voluntary organisation.

City of London Academies Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks in line with Keeping Children Safe in Education, including enhanced DBS checks and a willingness to demonstrate commitment to the standards which flows from City of London Academies Trust vision and values.

Please provide details of two referees, one of whom should be your present/most recent employer. References will not be accepted from relatives or friends. References are requested for all shortlisted candidates unless you specifically request us not to do so. Open references will not be accepted.

This post is exempt from the Rehabilitation of Offenders Act 1974. If you are appointed, you will be required to complete a DBS check. Any information received from the DBS will be treated in the strictest confidence. Having a criminal record will not exclude you from appointment, unless it is considered that the conviction renders you unsuitable to work with children.

Under the Criminal Justice and Court Services Act 2000, it is a criminal offence if an individual who is disqualified from working with children knowingly applies for, offers to do, accepts or does any work with children.

The role is covered by part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.



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