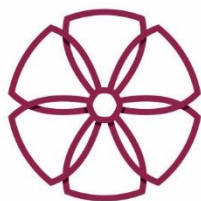


# APPLICANT

# PACK



**Mercia**  
Learning Trust

## CENTRAL TEAM



**Realising Potential. Transforming Lives.**

## Advert

**Post:** IT Technician

**Contract Type:** 37 Hours, 52 Weeks

**Contract Term:** Permanent

**Salary:** Grade 5 (£23,541 to £25,991)

Are you an ambitious IT professional looking for an exciting new challenge? Can you demonstrate excellent customer service skills and have innovative solutions within IT? We are looking for an enthusiastic IT Technician to provide an outstanding and highly effective IT service for staff and students across Mercia Learning Trust.

The post will primarily be based at Mercia School with support required across the Trust.

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 of:

- Windows desktop operating systems
- Active Directory
- Microsoft Office 365 and Outlook
- Experience of installing and updating both hardware and software
- VMware
- Networking (TCP/IP, DNS, routers and switches, firewalls)
- Desktop imaging solutions (SCCM, WDS, MDT)
- Software Installation and Management
- Experience of MIS systems

The successful candidate will:

- Be diligent and conscientious when providing support across the curriculum and key stages
- Be a good communicator who likes children and is willing and able to work alongside school colleagues, demonstrating initiative, creativity and problem-solving skills
- Be able to work as part of a team and to effectively work independently
- 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

To find out more about the role, please contact our central office on 0114 349 4230 or download an application form and information pack from our website.

If you are interested in applying for this role, please submit a Mercia Learning Trust Application to [recruitment@merciatrust.co.uk](mailto:recruitment@merciatrust.co.uk). Please note we do NOT accept CV's or Council Application Forms. Closing date for applications is **Monday 6 June 2022**.



Thank you for your interest in this role within Mercia Learning Trust.

Mercia Learning Trust is a highly successful partnership of 3 primary and 3 secondary schools located in the south west of Sheffield. We are proud that overall effectiveness, outcomes and improvement trends are amongst the strongest on any trust in the country.

Our Trust is based on a deep and shared moral purpose. We believe an exceptional education can realise the potential of every student, whatever their background, and truly transform lives...

Working as individual schools, and in deep partnership, our singular intention is to ensure every student, whatever their background, will attend an exceptional school. We believe students should enjoy school, feel safe and fully supported, be inspired to learn, develop character and aspiration, and realise their full potential. We are so committed to student success and well-being that we choose to think of every student we serve as if they were our own, and to measure our actions and impact against this.

Our Trust has a mature definition of partnership which we call aligned autonomy. We share the same mission, values and moral purpose, have an increasing amount of common best practice (often backed by research), and benefit from our combined resources and reputation. Nevertheless, we understand that schools are unique and are best led by leaders and staff who feel fully accountable and are able to individually innovate in the light of their context. This balance between difference, sharing and commonality is what drives improvement and lies at the heart of our Trust.

Alongside our students, our staff are our greatest asset. As such we are deeply committed to recruiting, developing, retaining and caring for our exceptionally talented and committed staff teams.

This commitment is enshrined in the Mercia Pledge which is designed to ensure our staff get the very best professional experience and support on offer anywhere. The Mercia Learning Alliance sits at the centre of this strategy, alongside that to recruit new teachers into the profession, and support system leadership across the sector.

In a short period, our Trust has achieved a great deal. However, we are ambitious and forward-thinking, and fully committed to maintaining and improving student experience and outcomes, and further improving our Trust.

We also believe we are well-placed to engage in careful and sustainable growth in the light of our Trust mission and priorities.

Chris French  
CEO



Thank you for your interest in this role within the Central Services Team at Mercia Learning Trust. Our Central Team was established in 2016 and has seen continued growth in capacity and expertise over the last few years.

We continue to develop new ways of working to ensure we can effectively respond to the needs of each school within the Trust and continuously improve the support we offer.

The team is pivotal in the successful operation of the Trust and is focused on supporting the improvement of educational standards in all our schools. All of the work carried out by our Central Teams is in relation to the non-teaching and learning aspects of running our schools; Estates, Finance, HR, IT and Payroll.

We want to drive improvement by developing the efficiency of our schools through shared resources. Effective and efficient use of resources supports teaching and learning across the schools and ensures both the long-term viability of individual schools and the sustainable growth and strategic direction of the Trust.

As Director of Finance and Operations, I ensure that the services we offer are sustainable to support our future growth and provide strategic oversight of operational services across all our schools. As a team, we offer a high-quality service to all of the schools within the Trust. This centralised structure relieves the burden of administrative responsibility from schools allowing Headteachers to focus on teaching and learning.

We encourage our staff to be flexible thinkers with an open-minded approach. If you are as excited about this as we are and want to join us on our journey, we would be delighted to receive your application.

Charlotte Chance  
Director of Finance and Operations

## 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 based at Newfield 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: May 22**

## Person Specification

<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
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<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>

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 Operating Systems.  Experience of supporting and range of applications and cloud-based software such as Microsoft Office and Microsoft Office 365.  An awareness of common networking protocols such as TCP/IP.	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.
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	<p>Motivated with a can-do attitude</p> <p>Ability to relate to and build relationships with staff and other members of the Trust community.</p> <p>A positive demeanour</p> <p>Stamina, resilience and a capacity for hard work</p> <p>Willingness to participate fully in Trust activities.</p> <p>Willingness to undertake training and professional development as necessary.</p> <p>Excellent interpersonal skills</p>	Sense of humour and humility

## The Application Process

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:  
 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.merctrust.co.uk/careers](http://www.merctrust.co.uk/careers) for more on what it's like working for the trust, what we offer you, and what we're looking for.
- For more information about the application process, or should you require an informal discussion about the role, please email [recruitment@merctrust.co.uk](mailto:recruitment@merctrust.co.uk) or call 0114 3494230.

Key dates:

- Application closing date: **Monday 6 June 2022**
- Interviews TBC

### 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.

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 Human Resources Team on 0114 349 4230. Alternatively, please give details on a separate sheet and return with your application form.