IT Technician

Candidate Pack

Oak
Learning Partnership

Introduction to Our Trust

Dear Candidate,

Thank you for your interest in this post at Oak Learning Partnership.

Our trust is cross phase and consists of primary, special, and secondary schools. We have a vision to transform lives through a highly inclusive approach. 'Inclusion is at the heart of our trust'. Which means we are compassionately rigorous and support all of pupils to reach their full potential, we have unconditional positive regard, leave no one behind and everyone is welcome.

Our schools work closely with one another; they collaborate with purpose, support each other and share collective systems across both educational and business provisions. But it's also important to us that each school has their own identity and individuality. We make sure we focus on impact and ensure clarity and consistency from our leaders, always making sure common sense is at the heart of our decision making.

Our people matter; we understand that we can only achieve our vision by recruiting the right people and providing them with the support, training and time they need in order to allow them to flourish and be the best they can be.

We are looking for a proficient and experienced IT Technician to join our dedicated IT support team. This role provides the opportunity to experience a wide range of technology, and work with both students & staff. You will receive extensive support to develop fully in this role and beyond.

The focus for this role will be supporting our Schools in the Blackburn with Darwen area, however travel to other sites will be expected.

Introduction to Our Trust

I hope you are excited by the prospect of this post, if you require further information or have any questions about the role please contact the Trust IT Network Manager, Will Laidlaw via email at **WLaidlaw@championtrust.co.uk.**
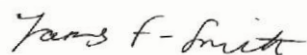
Whatever role an individual undertakes within our organisation, they are contributing to our collective aim of transforming lives. We invest heavily in our people ensuring they feel valued, and their well-being is always considered. We understand that if staff feel valued and if the impact they are having is recognised, they can perform at their best.

We are laying strong foundations for growing the Trust and have a clear vision, this role is a key part of our growth strategy and could be an excellent opportunity for the right candidate ready for their next step. We are a values driven organisation, are highly ambitious, passionate about doing things with integrity and have a healthy sense of humour.

If you want to make a difference to young people and join a trust at an exciting part of its journey, we would love to hear from you.

We ask that you do not send CV's, please complete and send your application form and a personal statement to hr@oaklp.co.uk

For further information about the trust please visit our website: **www.oaklp.co.uk**

James Franklin-Smith
CEO of Oak Learning Partnership

Oak Learning Partnership

oaklp.co.uk

"Every day is different, with opportunities to learn new skills and work together to find solutions. It's a great place to work with a fantastic team of dedicated staff."

Member of our Pastoral Team at Oak Learning Partnership

IT Technician

Salary: Grade E, point 9-15, £26,409 - £29,093
Hours: 37 hours per week

Job Description

Normal place of work: Oak Learning Partnership Central Office, although you may be asked to contribute towards trust wide projects.

Normal working hours: 37 hours per week, Monday to Friday (starting at 8:00am or 8:30am).

Responsible to: IT Network Manager

PURPOSE OF THE POST

- To work as part of the team supporting and implementing IT systems across the Trust.
- Operate the IT helpdesk, prioritising and responding to tickets in a professional and timely manner, as necessary directing tickets to other team members/3rd parties.
- To take an active role in project implementation work as directed.

SUPPORTING STUDENTS AND STAFF

- In line with operating procedures reset passwords and change access levels as directed.
- Support staff & students in making effective use of IT systems, providing guidance and ad-hoc training as required.
- Ensure teaching equipment such as interactive panels, projectors and related equipment is working and ready for use.
- Ensure student equipment, including laptops, are kept in good order and are ready for use.
- Re-install and/or upgrade software and operating systems on IT equipment as directed.
- Carry out maintenance and repairs on IT equipment.

DATA AND SECURITY

- Help develop the Trust IT Disaster Recovery Plan and take an active part in testing and implementing where requested.
- Provide practical guidance and support to staff on the safe and effective storage of data.
- Ensure end user IT equipment and software is regularly updated & patched in line with security best practice.
- Highlight any areas of concern identified whilst carrying out duties, and as directed review security logs, highlighting any areas of concern.
- Maintain the Trust-wide IT asset register.

INSTALLATION AND PROCUREMENT

- Ensure effective value-for-money when procuring IT equipment & services for the Trust.
- Procure and install consumables in a timely and effective manner.
- Install IT equipment & software in accordance with Trust procedures in a timely and effective manner.
- To be aware of Health and Safety and to implement safe working practices.

TRUST IT INFRASTRUCTURE

- Assist in maintaining the Trust IT infrastructure, as directed by the Network Manager & Assistant Network Manager.
- Implement changes to network equipment, WiFi & telephony configurations as directed in line with change management procedures.
- Installing software and equipment as required and in line with change management procedures.
- Respond to alerts & monitor logs in a timely and effective manner.

GENERAL

- Promote the safe and innovative use of IT systems & hardware.
- Maintain good working relationships with colleagues, Senior Leadership Team, Trust schools, 3rd party organisations.
- Keep abreast of changes within the IT industry and the education sector.
- To undertake such other duties of a similar level and responsibility as may be required by the Network Manager or Senior Leaders from time to time.

TRUST-WIDE RESPONSIBILITIES

- Being aware of and acting upon relevant policies, in particular those associated with Child Protection/Safeguarding Children and Health & Safety issues.
- Being responsible for maintaining a clean and tidy environment.
- Attending relevant meetings as required.
- Acting as a role model for the pupils in school.
- Acting as an ambassador for the Trust and ensuring that the school's high standards are promoted at all times.

IT Technician
Person Specification

CRITERIA	Experience, Qualifications, Training and Requirements: On their application form, candidates will demonstrate that they have the following training, qualifications and experience:

ESSENTIAL	DESIRABLE
• Evidence of Continuous Professional Development (CPD). • Full driving license and use of own vehicle, with a willingness to travel between trust sites.	• Qualification or training relating to ICT Technician role.

CRITERIA	Ability, Skills and Knowledge: In their statement of suitability and during the selection process, candidates will demonstrate that they have the following ability, skills and knowledge:

ESSENTIAL	DESIRABLE
• Experience supporting IT systems. • Excellent troubleshooting skills. • Experience working with and supporting Windows 10/11. • Experience of using Microsoft Office Products. • Working knowledge of current Microsoft server operating systems. • Working knowledge of Microsoft Active Directory.	• Experience of working in a school/education setting. • Experience working with audio visual systems (eg Interactive Screens, projectors, simple audio systems). • Experience of using Microsoft Office 365. • Experience of Hypervisors (eg VMWare, Hyper-V). • Experience of Apple operating systems (IOS & MacOS). • Working knowledge of network switches & WiFi.

CRITERIA	Personal style and behaviour: In their statement of suitability and during the selection process, candidates will explain how they have they demonstrate their personal style and behaviour:

ESSENTIAL
• Highly organised, literate and articulate. • Highest levels of professional and personal integrity. • Commitment to undertake continuous personal professional development. • Ability to communicate effectively with a wide range of stakeholders. • Ability to work well under pressure and prioritise workload. • Ability to work as part of a team.

"I really enjoy working with the Oak Learning Partnership. I feel supported in my role and I am valued and encouraged to reach my full potential by leaders who believe in me. I have a wealth of support that I can access from the central and executive leadership team and their values are evident in raising outcomes for children whilst empowering staff to make, and be, the difference."

Member of our admin team at Oak Learning Partnership

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