



**THE HARMONY TRUST**

BELIEVE • ACHIEVE • SUCCEED

# ICT Technician

Trust Central  
Application Pack

# CEO WELCOME

Dear Applicant

Thank you for your interest in the vacancy for ICT Technician within the Trust Central Team.

Our vision is to provide an excellent primary education that gives our children the very best chance of succeeding in life. Parents are very important to achieving this vision and we aim to work in partnership with them to ensure that all our children Believe Achieve Succeed (our Trust's motto).

Our aim is to ensure that children at our academies enjoy the best education from the early years to the end of the primary stage. We believe that school should be a place where every child achieves and makes progress in their learning in every subject, in every lesson, and in every school day. We believe in the importance of children developing wellbeing and high self-esteem if they are to learn and do well.

At the Harmony Trust, we value each employee for their contribution to the success of our academies and we do all we can to ensure it is a Great Place to Work. As part of this strategy we:

- Engage staff so they feel valued and listened.
- Communicate so staff feel involved and connected to Trust & Academy priorities.
- Provide a staff benefits scheme to make use of and enjoy discounts and savings in their everyday life.



- Provide wellbeing services and policies to support both staff and their families mental health.
- Offer competitive and progressive salary packages.
- Provide development opportunities, both in access to training and career progression.
- Provide regular opportunities to collaborate, share and shape working practices.

**Mr A Hughes, Chief Executive Officer**

# Ethos & Values

Ethos and values are the elements that create a united organisation and underpin Harmony's success. The Trust has a commitment to:

- Putting its pupils and staff first.
- Raising pupil outcomes.
- Helping children from deprived backgrounds to become the best they can be.
- Implementing the Harmony Pledge for its children alongside the Great Place to Work Strategy in order to enable all to believe, achieve and succeed.

The Harmony Trust has a core set of values:

- Provide excellent primary education that provides breadth and rigour – every child, every subject, every year group, every day.



- Committed to growth, but only when we are confident of success for our children, parents and staff.
- Prepare children for the next stage phase of education and for later life.
- Address challenges facing children and communities around disadvantage and social mobility.
- Ensure that parents are partners in learning and in the life of the Academy and the Trust.
- An organisation where Learning Matters – learning with, from and on behalf of others.
- Believing that outcomes improve when schools invest in their staff and collaboration.

# Great Place to Work

From the inception of Harmony Trust, the Trustees have been totally committed to being an employer of choice within the sector.

This commitment has given rise to the “Great Place 2 Work” strategy which is being continuously developed in response to our context and the views of staff.

A key feature of GP2W is to create the optimum conditions for all staff to work so that they experience both job satisfaction and high levels of well-being. Examples of this are:

- The approaches that will provide the Trust with the greatest ability to attract and retain the highest quality teaching and support staff in the academies and a commitment to ensure workforce organisation maximises impact and is sustainable.
  - To establish effective professional development opportunities and optimum working conditions for infrastructure staff.
  - The Trust’s commitment to its employees in terms of their wellbeing and opportunities for professional development and career progression as well as opportunities to work across the Trust
- The Trust’s commitment to be locally, regionally, and nationally recognised for the extent and quality of the CPD opportunities and its commitment to continuous improvement in practice for all staff at every level of the organization.
  - Supporting high quality leadership development across the Trust, at both senior and middle leader level, including through the Harmony Teaching School Alliance.
  - A whole range of HR policies to support employee well-being.
  - The opportunity to contribute policy and decision making through termly staff forums with the CEO and/or his representative.
  - Growing use of staff surveys to collect feedback in relation to well-being and other staff policies.
  - The CEO has an open-door policy.



# About the Role

The ICT support team is made up of 8 professionals. These professionals all have varied expertise that they combine to offer an extensive outstanding ICT service to all academies and Trust central staff.

From classroom technologies to servers and infrastructure that support around 6,000 devices the ICT support team cover all aspects. Having introduced over 3,000 one to one iPads (over 5,000 in total) for all of our KS2 children the high performance of the devices and supporting infrastructure have become even more pivotal.

The Technicians work generally from a very busy helpdesk and make site visits to resolve any required issues in person that cannot be resolved remotely.

The IT Managers manage these workloads and Technicians along with multiple projects including proactive measures for devices and infrastructure that keep the Trust at the forefront of technological advancements.

## **The successful candidate will have:**

- Experience of installing, configuring and testing computer hardware, network operating systems, software and peripheral equipment
- An understanding of AD (Azure AD) Entra, DNS, DHCP and other server environment systems
- Interpersonal skills to work as a team and build effective working relationships with pupils and staff across the whole trust
- Hold an NVQ level 2 in IT related subject or equivalent, or have the willingness to undertake
- Organisational skills to prioritise own workloads in conjunction with the Helpdesk issues and line manager expectations
- Understanding of the importance of data protection/ GDPR, confidentiality and IT security issues within the Trust/Academy environment and to ensure the business of the Trust/Academy are protected and pupils are kept safe
- Knowledge of potential health and safety risks and issues working with computers and electrical equipment.
- An understanding of the wider safeguarding agenda working with children and young people



# Job Description

<b>Job Title:</b> ICT Technician	
<b>Grade/Salary :</b> Grade 3, SCP 6 – 11 (£25,183 - £27,269 per annum)	
<b>Location:</b> North West Hub based, but willing to travel across the Trust if needed (ad hoc, notice given)	
<b>Responsible to:</b> ICT Manager	<b>Responsible for:</b> N/A

## Job Purpose:

To maintain the computer and network systems of the organisation. Duties include troubleshooting and diagnosing computer hardware and software issues, setting up computer networks and assisting employees and children with IT related problems. Work as part of a professional ICT support team resolving issues from the helpdesk and working on ICT related projects across multiple primary academies.

## Supporting Teachers and Pupils

- Assist the teacher by supporting individuals or groups of pupils with hardware and software issues or requirements.
- Provide information, advice and assistance for teachers, pupils and other members of staff on the basic use and setting up of computer equipment, software and procedures.
- Assist with help and guidance with any systems that teaching staff require, this can be from Office 365 to photocopying issues.

## Technical IT Support

- Set up all supported devices using specialised management systems where required.
- To monitor & resolve issues and concerns raised by staff via the Helpdesk.

- To liaise / communicate effectively with others to ensure issues are resolved in an effective and efficient manner.
- Assist with the detection, diagnosis and resolution of Pc's, laptops, iPads servers and peripheral device faults. Support the interpretation of diagnostic information, prioritisation, and resolutions and determine if external support is required.
- As part of an ICT Support Team follow a schedule of IT maintenance activities across the Trust and its Academies.
- Provide guidance / how to documentation on systems.
- Support data integrity within the Trust and Academies.

### **Administration**

- Assist in the maintenance of an up-to-date inventory of IT software & licences in Academies. Assist with the security of equipment and asset labelling as necessary.
- Operate an efficient system for stocking, storing and distributing items used in the Academies, including any associated record keeping.
- Receive and check deliveries and associated invoices, notify the appropriate person by emailing delivery notes.
- Update and maintain the Asset Management system with hardware purchases / movement.
- Lead / support housekeeping on systems e.g. AD (Active Directory)/Azure, MDM (Mobile Device Management) when changes are made.
- Assist with the design and production of Academy Intranet where required.
- Provide management information as requested by the Principal/IT Managers.

### **Standard Duties**

1. To understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and to promote equal opportunities for all.
2. To uphold and promote the values and the ethos of the Trust.
3. To implement and uphold the policies, procedures and codes of practice of the Trust/Academies, including relating to customer care, finance, data protection, ICT, health & safety, anti-bullying and safeguarding/child protection.

4. To take a pro-active approach to health and safety, working with others in the Academies to minimise and mitigate potential hazards and risks, and actively contribute to the security of the Academy, e.g. challenging a stranger on the premises.
5. To participate and engage with workplace learning and development opportunities, subject to the Academy's training plan, working to continually improve own performance and that of the team/Academies.
6. To attend and participate in relevant meetings as appropriate.
7. To work flexibly across the Trust ensuring that duties are commensurate with the grade of the post
8. To undertake any other additional duties commensurate with the grade of the post.

### **General**

- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description
- Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers
- This job is current at the date shown, but, in consultation with you, may be changed by the Trust to reflect or anticipate changes in the job commensurate with the grade and job title.

***The applicant will be required to safeguard and promote the welfare of children and young people.***

*This job description forms part of the contract of employment of the person appointed to the post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future.*

### **CONTACTS**

- *Pupils, staff, stakeholder, suppliers/contractors and visitors*

### **RELATIONSHIP TO OTHER POSTS IN THE DEPARTMENT**

**Responsible to:** Head of ICT/ICT Managers/Senior ICT Technician

**Responsible for:** Not applicable



# Person Specification

<b>Experience, Training and Qualifications</b>	<b>Essential/Desirable</b>
Willingness to undertake NVQ level 2 in IT or equivalent	E
NVQ level 2 in IT related subject or equivalent	D
Experience of diagnosing and correcting low level faults in IT hardware and software	E
Experience of installing, configuring and testing computer hardware, network operating systems, software and peripheral equipment	E
Experience of working in a team and supporting others to achieve objectives and complete tasks to deadlines	E
Experience of basic record keeping	E
Experience of undertaking a wide range of IT tasks and responsibilities in an educational setting	D
Experience with AD, DNS, DHCP and other server environment systems.	E
Experience with Azure AD, Entra and Identity	D
Experience of MDM systems	D
Experience of MIS systems	D
<b>Skills &amp; Abilities</b>	
Interpersonal skills to work as a team and build effective working relationships with pupils and staff across the whole trust.	E
Communication skills to give advice and guidance to others both spoken and in writing	E
Analytical skills to investigate problems and information, drawing conclusions and making recommendations for action	E
Initiative to work without direct supervision and respond to unexpected problems	E

Organisational skills to prioritise own workloads in conjunction with the Helpdesk issues and line manage expectations	E
Able to support the technical development and maintenance of systems to manage hardware and software	E
Able to proactively resolve technical issues via a helpdesk approach	E
<b>Knowledge</b>	
Understanding of the importance of data protection/ GDPR, confidentiality and IT security issues within the Trust/Academy environment and to ensure the business of the Trust/Academy is protected and pupils are kept safe	E
An understanding of the wider safeguarding agenda working with children and young people	E
Knowledge of potential health and safety risks and issues working with computers and electrical equipment	E
<b>Work Circumstances</b>	
Able to work flexibly according to the needs of the Trust between activities supporting pupil's learning and activities supporting the smooth and effective running of the Academies	E
Able to travel to various sites across the hub so valid UK driving license is required. Trust (casual car user allowance payable if associated paperwork is provided)	E
Willingness to undergo an Enhanced Disclosure and Barring Check, including Child Barred List check.	E

# Employment Details

## **Contract Type**

This is a permanent contract of employment for 36.6 hours per week, working 52 weeks per annum. All support roles are subject to a 6 month probationary period.

## **Location**

This position is based in the Northwest Hub but may require travel across the Trust as needed. A casual car user allowance is applicable to this post, subject to the submission of the associated paperwork.

## **Annual Leave Entitlement**

In addition to bank holidays, entitlement to leave with pay is 27 working days and increases by four days after five years' continuous local government service to 31 days and a further 3 days after 10 years' continuous local government service to 34 days. Please note that two of these days must be taken during the Christmas/New Year period.

## **Time off in lieu (TOIL)**

Hours can be worked flexibly in line with service needs and with the agreement of the line manager in order to achieve a better work life balance.

## **Pension**

Members of support staff are entitled to join the Local Government Pension Scheme which has employer contribution rates of 20.6%.

## **Family Friendly Policies**

Our Family Friendly Policies include maternity, partner / paternity, adoption and shared parental leave all with enhanced pay entitlements.

## **Flexible Working**

There are many different types of Flexible Working and The Harmony Trust is open to considering all requests to achieve a good work-life balance - wherever we reasonably can.

## **Life Style Savings**

There are hundreds of offers and discounts ready to be used on the Lifestyle Savings section of our staff benefits platform in addition to discounted Health Cash Plans, Life Insurance Cover and Cancer Cover.

### **Cycle to Work Scheme**

Join Cycle2work to make big savings on a new bike and benefit from regular exercise and a greener and cheaper commute. Save at least 32% on the cost of thousands of bikes and accessories.

### **Employee Assistant Programme**

Our EAP is free and confidential, offering independent help, information and guidance to you and your immediate family 24/7.

### **Flu Vaccination**

We offer an annual flu vaccination to all staff.

### **Gym Membership**

Corporate gym memberships are available at selected gyms.

### **Contractual Status of our Benefits**

Benefits do not form part of the contract of employment and are subject to change at the discretion of the organization.

# How to Apply

The Harmony Trust is committed to safeguarding and promoting the welfare of children and young people and expects all our staff to share this commitment.

The role is not exempt from the Rehabilitation of Offenders Act (1974) therefore the successful candidate will be subject to an enhanced DBS, child barred list check and other associated pre-employment checks.

Full details of the Trust's recruitment and selection processes can be found in the Trust's Safer Recruitment policy:

[https://spaces.schoolspider.co.uk/uploads/538/files/Safer%20Recruitment%20Policy%20Final%20\(1\).pdf](https://spaces.schoolspider.co.uk/uploads/538/files/Safer%20Recruitment%20Policy%20Final%20(1).pdf)

A copy of the school's Child Protection and Safeguarding Policy can be found here

<https://www.theharmonytrust.org/page/policies/62835>

The Harmony Trust values the differences that a diverse workforce brings and is committed to inclusivity, and to employing and supporting a diverse workforce. A diverse workforce is important to us, and for this reason, we request that you complete our [diversity monitoring form](#), which is kept entirely separate from the recruitment process.

**Closing Date: 12:00noon January 21<sup>st</sup> 2025**

To apply, please click here:

[https://ce0855li.webitrent.com/ce0855li\\_webrecruitment/wrd/run/ETREC179GF.open?WVID=1880192IPm](https://ce0855li.webitrent.com/ce0855li_webrecruitment/wrd/run/ETREC179GF.open?WVID=1880192IPm)