



LiFE Multi-Academy Trust Senior ICT Technician

RECRUITMENT PACK

Permanent
Full time, 52 weeks
LCC Grade 8 (£26,427 - £28,776)
Required as soon as possible
Closing Date – 9am Monday 1st July 2024



i nspiration i nnovation i ntegrity

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Vision and Values

LiFE Multi-Academy Trust

Vision

Bringing Learning to LiFE

We have a compelling desire to provide high quality, personalised and rounded education for everyone, right in the heart of our local community. We believe that no school can be deemed successful unless all those around it are also successful, popular and flourishing. Hence we believe that dynamic, mutually accountable collaboration and challenge between local schools as members of the LiFE MAT is the cornerstone of our future success.

Each of our schools needs to be seen as a leader of, and vital to, its local community; each school is regarded as fundamental to the identity of its surrounding community. In this capacity we will relentlessly promote the values of inclusion and the celebration of diversity, alongside personal responsibility and respect.

Values

- Ensuring that every student achieves positive, life changing outcomes
- Providing a whole education: academic excellence co-existing with an exceptional commitment to activity beyond the school gate
- The relentless pursuit of excellence by; expecting this of every person, every day; recognising and celebrating behaviours that lead to great progress and promoting and celebrating elite performance inside school and in the wider world
- Valuing and promoting the celebration and understanding of diversity and qualities of our staff and students
- Ensuring that all students and staff feel known, appreciated and supported
- Committing whole-heartedly to collaboration within, between and beyond our academies
- Ensuring our curricula are agents for the promotion of our values

Our Offer to new staff joining the LiFE Multi-Academy Trust and our schools

Professional Capital:

‘We believe in getting the right people, getting them to work together and getting them to stay’

Strategy	Description
Putting your trust in our Trust	We believe in your development. Everything we do is about creating a team of committed professionals who share our ambition for young people. If you believe in this too, we are committed to providing an exciting, enjoyable and rewarding working environment.
Coaching	Coaching is integral to our success. We support colleagues through coaching; enabling deep reflection, which has allowed us to build a bold, creative and aspirational culture, where collaboration with peers and new approaches to practice are encouraged.
Personal Improvement Plan versus Performance Management	Instead of the usual Performance Management, we encourage our staff to identify aspirational targets through our ‘Personal Improvement Plan’ (PIP) process. With your coach, you will look to make significant progress in a critical area of your practice; we believe in valuing the process of improvement not pass or fail numerical targets.
Health and Wellbeing Strategies	<p>Having happy and healthy staff is key to a successful organisation. The Trust is committed to:</p> <ul style="list-style-type: none"> • providing employees with a safe, healthy and supportive environment in which to work • recognising that the health and wellbeing of our employees is important • providing a supportive workplace culture where individuals healthy lifestyle choices are valued and encouraged <p>We are committed to supporting colleagues to overcome the stigma and discrimination of mental health issues within the work place. To show our commitment to this we have publicly signed up to ‘Mindful Employer’ and the ‘Charter for Employers who are Positive about Mental Health’.</p> <p>We believe it is important that we are role models to our students of how to be a healthy adult. We actively promote the importance of a work life balance, offering support to staff on managing stress and workload, as well as a physical activity programme. Access to coaching, counselling and supervision is also available to all staff.</p>
Equality and Equal Opportunities	Our Trust and its schools are committed to ensuring equality of opportunity in line with the Equality Act 2010. The Trust seeks to reduce disadvantages, discrimination and inequalities of opportunity, and promote diversity in terms of its students, workforce and our wider communities we serve.

<p>Presumed Professionalism</p>	<p>We have a 'Presumed Professionalism' ethos across the Trust. Our staff are professional educators and we recognise the need to support staff to enable a healthy work life balance to allow maximum impact whilst working with our young people and each other. We achieve this by allowing staff to sign out during their free periods, as long as professional duties are not affected. See our policy for further details.</p>
<p>Development of Professional Capital and Excellence</p>	<p>As a Trust we always look to invest in our staff and pride ourselves on our 'home grown talent'. We are proud of this and believe this has the biggest impact on how our staff understand their communities and make a difference to the lives of our young people.</p> <p>Quite simply, our aim is to employ people who match our ethos and values and enable them to truly collaborate with colleagues across the Trust so that they are satisfied professionally. We provide outstanding training pathways which draw on excellence both within and outside of our Trust to enable you to build your professional capital.</p> <p>Examples of the many opportunities we encourage staff to take up externally include:</p> <ul style="list-style-type: none"> • The National Professional Qualification for Senior Leadership (NPQSL) • The National Professional Qualification for Headship (NPQH) • The National Professional Qualification for Middle Leadership (NPQML) • The Outstanding Teacher Programme (OTP) • Initial Teacher Training (ITT) • Apprenticeships <p>Pathways are available at apprenticeship level, NQT, aspiring middle leader, Lead Practitioner and aspiring senior leader level. Some of these courses are led by staff within the Trust and others are externally accredited. In addition, the Trust provides the opportunity of becoming an associate SLT member, enabling middle leaders to gain insight and experience of leadership at the highest level within a school.</p> <p>Support staff have their own Personal Improvement Plan that they use as a tool to create a bespoke professional development plan. All support staff also receive Coaching and training opportunities, in order to help them feel empowered and in charge of their own development.</p> <p>Across the Trust we pride ourselves on equal opportunities for all staff, irrespective of background, gender, disability, religion, sexual orientation or age.</p>
<p>Great access to progression and leadership responsibility</p>	<p>Further evidence of our investment in 'home grown talent' is that 86% of our TLR holders have been internal appointments. We have clear professional progression pathways within the CPD offered throughout the year at all levels within the Trust.</p>
<p>Collaboration across all schools</p>	<p>We are continually developing relationships across our Trust to enable collaboration to support learning and teaching outcomes. In addition, we are able to offer a joint CPD programme to draw upon expertise across the Trust. Staff work and meet regularly in teams across schools in the Trust and we hold an annual Strategic Planning Day, where each member of the Trust work together.</p>

Sabbatical and flexible working policies	<p>We have developed a unique sabbatical policy to support staff to develop their interests. For some, this has been to develop professionally, whilst others have taken this time to experience travel with their family. See our policy for further details.</p> <p>Flexible working arrangements are also promoted across the Trust where possible, to enable our staff to manage their work life and family commitments.</p>
Strong Induction Process	<p>It is important to us that every member of staff has the right start to working in our Trust. The importance of a good induction is invaluable for new starters irrespective of previous experience. To support this, we have a New Staff Induction Day before the start of term, which enables colleagues to get a real understanding of what the school is about and what it means to be part of the Trust. This day also prepares new staff for our training (conference) days at the beginning of the Autumn term. In addition to this ALL staff are invited to visit a series of lessons across the school year.</p>
NQT Programme	<p>We offer newly qualified teachers a robust, supportive and bespoke training programme which will enable you to develop into an outstanding teacher.</p>
Continued NQT and RQT support	<p>Where possible we try to ensure that NQTs and second year teachers have reduced teaching loads to allow them more opportunities for CPD throughout the school week. This also allows for peer to peer observations and additional coaching to take place to develop their practice.</p>
Professional Pathways	<p>CPD is personalised and provides opportunities for colleagues to share good practice and new research across the school, Trust and wider networks.</p>
Attendance of staff	<p>Our staff are committed to their roles and ensure that students are supported to maximise their outcomes. Levels of attendance are exceptionally high across all staff and well above national averages in the education sector and beyond.</p>

We are always looking for highly quality teachers and support staff who buy into our values across the LiFE Multi-Academy Trust and our schools

Senior ICT Technician

Role: Senior ICT Technician
Salary: LCC Grade 8 (£26,427 - £28,776)
Contract: Full-time (37 hours per week, 52 weeks per year) and permanent
Base: Ivanhoe School, with some work required in other Trust schools
Start date: To be decided
Reporting to: Network Manager

Dear Applicant

Thank you for your interest in this post.

This role will be school-based in the LiFE Multi-Academy Trust schools, initially based at the busy Ivanhoe School to deliver an outstanding IT Support experience. Joining the LiFE IT Team, the postholder will work as part of a wider IT Team supporting the LiFE MAT schools. The Trust values its support staff and provides continual development opportunities – essential particularly in the ever-developing world of IT. Teachers and support staff across the Trust are all part of one team, working together for the benefit of the students and their learning.

As part of a typical day, the postholder will be working with a large variety of technology, resolving technical queries from staff and students, fixing hardware issues and working closely with colleagues. The IT Teams support everything IT from Desktop PCs, laptops, iPads, network switches, Wi-Fi networks, server hardware & software and firewalls.

We are very proud of the way that computers and technology are used widely and innovatively across the Trust, and we are looking for someone to further contribute to the work of our excellent Trust IT Team. It's an exciting time to join the IT Team as we develop our established 1:1 device strategy, align technologies across the Trust and continue the move to the cloud.

The postholder would be expected to:

- Work with the Senior IT Team in ensuring the smooth and efficient running of the computer networks and related IT equipment in the Trust and school, so that our technology is used to its full potential
- Assist in the delivery of an excellent technical support service whilst delivery first-class customer service to staff and students
- Provide input into the Trust and school IT strategies and continual improvement of IT Services

If you were to join our staff we would expect you to be someone who:

- Is a lifelong learner, constantly reflecting on your own skills and effectiveness
- Works collaboratively
- Has a commitment to the success and development of the Trust and school
- Wishes to work in an environment with young people

In return we would offer you:

- A lively, stimulating environment in which to work
- A working environment based upon mutual respect and friendliness
- Membership of the wider LiFE Multi-Academy Trust IT Team
- Support for your professional development

There is further information about the Trust and school on our website:

www.lifemultiacademytrust.org.uk

Please contact LiFE MAT HR if you require any further information hr@lifemultiacademytrust.org.uk. You are very welcome to visit the school, by appointment, before applying if you would like to.

After reading the enclosed information I hope that you will feel persuaded to apply for the post. Please send your completed application form with letter of application to hr@lifemultiacademytrust.org.uk by 9am Monday 1st July 2024. If we receive a high volume of applications we may bring the closing date forward – please do not delay if you would like to apply for this role. Interview date TBC.

LiFE Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment will be subject to a DBS check and an online search.

Many thanks for your interest and should you require any further information, please do not hesitate to contact us.

Yours sincerely

Kirt Richardson

Network Manager

Job description: Senior ICT Technician

LiFE Multi Academy Trust is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

Main duties and responsibilities

To contribute to the efficient running of the networks ensuring the availability of fully operational networks, computers and related ICT equipment.

- Work with the Senior IT Team to maintain and develop school IT infrastructure, ensuring system availability during core school hour and to support out of hours events on occasion
- Provide excellent technical support whilst delivering first-class customer service to staff and students
- Provide input into the Trust and School IT strategies and continual improvement of IT Services
- Install, configure and test the deployment of new/existing software and client applications
- Assist with the deployment and management of the iPad scheme and associated MDM solutions
- Install, test, maintain and upgrade IT hardware and software
- Implement installations of IT and Audio/Visual solutions
- Make informed decisions in the absence of the Network Manager
- Participate in research and procurement of equipment/software/services that may be required in the absence of the Network Manager
- Monitor the IT Support Helpdesk, taking ownership of tickets and escalating when required
- Assist in the maintenance, installation, troubleshooting of other IT based systems such as (but not exhaustive) telephones, CCTV, biometric systems, cashless catering, printing, Microsoft 365
- Adhere to GDPR policies and procedures
- Assist with management of IT safeguarding solutions
- Undertake routine repairs of equipment
- Support with maintenance schedules
- Managing user accounts within various on-premise and cloud platforms
- Keep the IT Inventory up to date with all equipment moves
- Ensure that IT rooms are kept tidy and that equipment is available and in good working order at all times
- Ensure that the Server Room/IT Team work areas are kept safe and tidy with equipment stored correctly
- Assist with delivery of Mobile IT devices/audio and visual solutions into the classrooms when required
- Be proactive in supporting peers and colleagues across the wider Trust IT Team
- Working from other Trust schools as required
- Provide support and advice to all IT users in the safe use of IT facilities and services
- Provide assistance to parents for online services available to them
- To contribute to the development of highly effective teaching and learning across the Trust
- To support and advise teaching staff in the use of IT, to promote learning in all subjects

- To support students' learning in the IT suites and classrooms, working alongside colleagues as required
- To liaise with the Network Manager and teaching staff, identifying, evaluating and developing learning resources for use in the implementation of the curriculum in ICT and other subjects
- Assist with the delivery of IT training
- To carry out other duties which may be decided from time to time within the grading of the post

Other duties

- To support the vision statement and ethos of the Trust and Trust schools
- To attend and benefit from appropriate in-house and external meetings and training opportunities
- To undertake training in accordance with job requirements and performance reviews
- To comply with the requirements of equal opportunities, Child Protection, data protection, copyright, Health & Safety and other relevant legislation and school policy

Notes:

This job description may be amended at any time in consultation with the postholder.

Person Specification

Attributes	Essential	*	Desirable	*
Qualifications and Training	Evidence of a willingness to undertake further training	A/R	Recognised qualifications in IT	A
	GCSE A – C in English & Maths	A		
Experience and Skills	Experience of working as an IT technician in any type of workplace	A/I/R	Experience of working in a school	A
	Proficiency in using range of IT tools such as Active Directory, Microsoft 365 or Google Workspace	A/I/R	Good presentation skills and an ability to support teachers in developing stimulating learning resources	A/I
	Experience of working on own initiative using administrative, organisational and communication skills	A/I/R	Knowledge of the ITIL framework	A
	Excellent interpersonal skills, including resilience and a commitment to high quality customer service	A/I/R		
Motivation	Enthusiasm for learning and IT/technology, and for working with young people in a school environment, and participating in the wider life of the school	A/I	Understanding of the range and potential of use of IT and the internet as an educational resource for the secondary age group	A/I
	Patience, persistence and a positive approach to problem solving.	A/I		
Appearance and Health	Appearance to inspire the confidence of, and to be a positive role model for staff and students	I		
	A good health and attendance record	R		
Application	A well written and well-presented application written specifically for this post.	A		

* Evidence to be gleaned from:

- A Letter of application and application form
- I Interview process
- R Reference