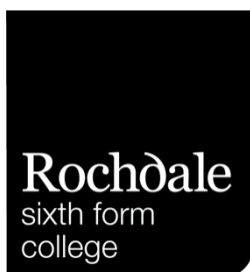# Trust Senior IT Engineer

Application Pack

Application Deadline: 9th December 2024
Interview Date: w/c 16th December 2024

BRINGING EDUCATION TOGETHER

Dear Colleague,

Thank you for your interest in the post of Trust Senior IT Engineer at Altus Education Partnership.

Altus Education Partnership was formed in 2017 out of Rochdale Sixth Form College, an Ofsted Outstanding provider and grew from our desire to improve education in the borough of Rochdale as a whole.

The Trust currently comprises four academies:

- Rochdale Sixth Form College (RSFC) opened in 2010 to address the significant underachievement in A Level performance in the borough. Since then, it has raised achievement in the area dramatically and is recognised nationally as a centre of excellence. The college is Ofsted Outstanding, Sixth Form College of the Year 2021, and regularly one of the highest performing colleges in the country according to the DfE's performance tables and national achievement rate tables.
- Edgar Wood Academy is a secondary school opened in a new build in 2021 under Wave 13 of the free schools' programme. The school has already established a strong reputation in the local community and is significantly over-subscribed for 2023-24.
- Kingsway Park High School is an Ofsted rated Good school with a strong track record of providing its students with an excellent education. The school will soon benefit from a new teaching block opening at the end of 2023.
- Bamford Academy is an Ofsted rated Good school providing a caring and nurturing environment for all of its pupils; it is a popular first choice for many parents and young people in the local community.

Altus is now on the cusp of significant and quite rapid growth, with a high number of schools indicating an interest in joining the Trust, with of seven of these schools entering into a Trust Partnership Agreement. This means that while the Trust currently has around 4,500 students and 450 staff in four academies, within three years this could easily increase to around 10,000 students, 1000 staff and ten or more schools.

Additionally, the Trust has codified and solidified its relationship with a number of key educational partners in the borough. Most notably, and uniquely in the sector, Altus has a memorandum of understanding with Hopwood Hall College around the curricula the two colleges offer and to support transition of students to post-16 education.

The role of a HR assistant is to support the HR team and to provide high quality and efficient HR service for the Trust. This is a "customer" focused role to provide comprehensive, accurate and timely HR administration support and advice across all aspects of HR and to assist with the development of the HR administrative function.

If you feel inspired by our strategy and what we are trying to achieve, I'd be delighted if you submitted your application. Full details and all documentation are in this pack; if you wish to discuss the post further, please do not hesitate to contact Gill Barratt or myself.

I very much look forward to hearing from you.

Yours faithfully

Richard Ronksley
CEO

Making your application

I hope that when you read this pack you are inspired to apply for the post. If you are, then this is what you need to do:

Application

1. Complete the Altus Education Partnership application form.

2. Provide a supporting statement of <u>no more than two sides of A4</u> which should address the criteria in the person specification.

3. Send your application by email to recruitment@altusep.com.

Deadline

The deadline for the post is **Monday 9th December 2024** to arrive no later than 12.00 midday.
Interviews expected to take place week commencing Monday 16th December 2024**.**

Shortlisting

We will unfortunately be unable to notify candidates who are not on the shortlist; therefore, if you have not heard from us your application has been unsuccessful on this occasion.

Salary

SFCA pay spine points 20 - 24: £34,391 - £38,353

Start Date

Immediately

For an Application Pack

1. Visit www.altusep.com or
2. Contact: recruitment@altusep.com

Altus EDUCATION Partnership is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. This position is subject to an Enhanced DBS check under the Rehabilitation of Offenders Act 1974.

In accordance with the recommendations set out in KCSIE the Trust carries out online searches on shortlisted candidates.

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Altus Education Partnership Vision, Mission and Values

Our Vision & Mission

To create and successfully run a family of inclusive academies from early years to 18 that enables all students, regardless of background, to progress to an aspirational career, a fulfilling life and make a positive contribution to their local community.

Our Values

- **Unrelenting commitment** to improve the quality of our provision and enhance the lives of our students.

- **Openness** in the way we build trust and bring purpose to our work as a Multi Academy Trust.

- **Accountability** through the rigorous, transparent and forensic analysis of all aspects of our performance.

- **Commitment** to the principles of inclusion and equality.

- **Dedication** to the borough of Rochdale and its surrounds.

- **Collective responsibility** for one another and the results of all our students – "if one fails, we all fail".

The Ambition is that by the time students leave they will:

- Have achieved their personal academic potential giving them a greater choice in life.

- Have the highest aspirations and developed the self-esteem, confidence, and emotional resilience to exploit their potential.

- Be contributing members of the community and have compassion for others.

- Be able to celebrate their success and that of others.

- Have developed the confidence to overcome barriers to success.

- Be articulate, creative, and prepared for future growth and learning.

- Be happy!

Shared Objective for all Staff: "To maximise students' achievements"

- At Altus Education Partnership we do this through engaging our students in their subjects and inspiring them to enjoy their studies in a totally positive atmosphere.

- Our students are challenged to achieve through a culture of high expectations and a belief in their ability.

- Above all, staff at Altus Education Partnership like their students and demonstrate this through their daily conduct and interaction.

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Purpose of the Post

Based out of the Trust's Head Office you will be responsible for the provision of a high quality and customer-focused IT service, supporting all technical aspects of teaching and learning, operational requirements, and administrative support, across identified academies within the Trust.

The Trust IT Engineer will:

- Act as a key escalation point for complex technical issues, to ensure delivery of high-quality IT support services across multiple Academy sites,
- Provide advanced technical support and guidance to staff and students, ensuring the efficient resolution of incidents and service requests.
- Design, implement, and maintain network infrastructure, server environments, and desktop infrastructure to meet the Trust's needs.
- Oversee the management and resolution of helpdesk tickets for assigned sites, ensuring timely communication, escalation when necessary, and adherence to service level agreements (SLAs).
- Perform advanced diagnostics, maintenance, and upgrades for hardware and software, ensuring minimal disruption to services.
- Manage IT projects, such as system upgrades, hardware rollouts, and infrastructure improvements, delivering on time and within budget.
- Provide strategic input to improve IT services, including proposing new technologies and processes to enhance educational outcomes and operational efficiency.
- Manage and support the deployment of multimedia, communication systems, and display technologies across the Trust.
- Monitor and address IT security risks, ensuring the integrity and protection of the Trust's IT infrastructure.
- Maintain accurate asset and inventory records for all IT hardware and software, conducting regular audits to ensure accountability and compliance.
- Create and maintain comprehensive documentation, including system manuals, disaster recovery plans, and license agreements, ensuring accessibility and accuracy.
- Collaborate with senior leadership and external vendors to align IT strategy with the Trust's broader educational goals.
- Act as a mentor to junior IT staff, providing guidance and developing their technical expertise.
- Keep current with emerging IT technologies and trends, advising leadership on innovative solutions and leading the implementation of new systems.
- Foster professional networks with peers in educational IT to exchange knowledge, share best practices, and drive innovation.
- Flexibly support IT operations across the Trust, including attendance at evening meetings or events as required.

General

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading. The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

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Person Specification

No.	CATEGORIES	Assessed by:	
		App Letter	Interview
ESSENTIAL CRITERIA			
Personal Qualities and Commitment			
1.	Enthusiastic, motivated IT professional.		X
2.	Excellent interpersonal skills.		X
3.	Exceptional customer service orientation.		X
4.	Keen attention to detail, ensuring high standards of technical delivery and documentation		X
5.	Self-motivation and personal drive to complete tasks to required timescales and quality standards.	X	X
6.	Commitment to delivering inclusive and equitable IT services tailored to the educational environment.	X	X
7.	Collaborative mindset with a focus on supporting team improvement and contributing to the Trust's vision and objectives.	X	X
8.	Demonstrated commitment to professional development and staying current with technological advancements.		X
9.	Flexibility to adapt to shifting priorities, manage multiple projects, and provide out-of-hours support when required.		X
Qualifications and Experience			
10.	Level 2 (GCSE A*–C or equivalent) in English and Maths. A-Level or equivalent qualification with significant IT experience, or degree in a relevant IT discipline.	X	
11.	Advanced certifications such as Microsoft (MCSA/MCSE), Apple, CompTIA (e.g., Security+, Network+), Cisco (CCNA/CCNP), or equivalent experience in a senior technical role.	X	X
12.	Full UK Driving License with access to a car during working hours, as regular travel between sites is required.	X	X
Experience and Knowledge			
13.	Extensive experience in IT support, including escalation management, advanced troubleshooting, and infrastructure design.	X	X

		X	X
14.	Comprehensive understanding and hands-on experience with: • Server software and virtualisation technologies (Hyper-V, VMware). • Advanced networking, including VLANs, routing, and switching. • Backup and disaster recovery solutions (on-premise and cloud-hosted). • Cloud technologies (Microsoft 365, Azure, Google Workspace). • Network security tools (firewalls, filtering, monitoring) and IP telephony. • Wireless and print management systems. • Regulatory frameworks, including cyber security best practices.	X	X
15.	Highly developed diagnostic and troubleshooting skills incorporating end-to-end investigation, route cause analysis and resolution, inclusive of proposing future improvements	X	X
16.	Advanced technical knowledge of installation, troubleshooting and configuration of current generation operating systems and applications, including: • Windows 10/11 • Windows Server • Mac OS • iOS • Google Workspace • Android	X	X
17.	Experience of working in a busy and complex organisation.		X
18.	Experience of providing excellent customer service	X	X
19.	Experience of working effectively as part of a team		X
20.	Experience of working with BMS systems (access control, CCTV systems)		X
21.	Awareness of current IT issues and trends.		X
22.	Ability to conduct and direct research into IT issues as required		X
23.	Proven analytical and problem-solving abilities	X	
24.	Ability to manage own workload and work under pressure.		X
25.	Excellent written and oral communication skills, including the ability to translate technical issues to non-technical colleagues.	X	X

A short task to determine some or all of the criteria listed above may form part of the interview process

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