Senior IT Support Engineer

September 2024

thrive
co-operative learning trust

Dear Applicant,

I am delighted to share this recruitment pack for the post of Senior IT Support Engineer at Thrive Co-operative Learning Trust.

Thrive Trust has experienced incremental growth over the past seven years. The ten schools within the trust have all elected to join Thrive because of its values and absolute commitment to partnership working, educational improvement, mutual support, respect and inclusion.

Additional information is included in this recruitment pack to help you understand more about us. If you are interested in applying and would like to have an informal discussion about the role with Dave Kemp, Trust IT & Data Lead, please contact kempd@thrivetrust.uk

Thank you for your interest in the post of Senior IT Support Engineer at the Thrive Co-operative Learning Trust. I look forward to receiving your application.

CEO

Welcome from Thrive Co-operative Learning Trust Chief Executive Officer (CEO), Jonathan Roe

On behalf of Thrive Co-operative Learning Trust, I would like to thank you for your interest in working with us.

Our mission is to *inspire pupils to thrive in life*. We work cooperatively as a multi-academy trust to enable each pupil, school, and community to reach their fullest potential, and to aspire living our co-operative values.

We hope that you would like to join us in this mission.

Our Mission:
A **Thrive** school is one that is a dynamic community of staff, pupils and their families all focussed on one thing - *inspiring pupils to thrive in life.*
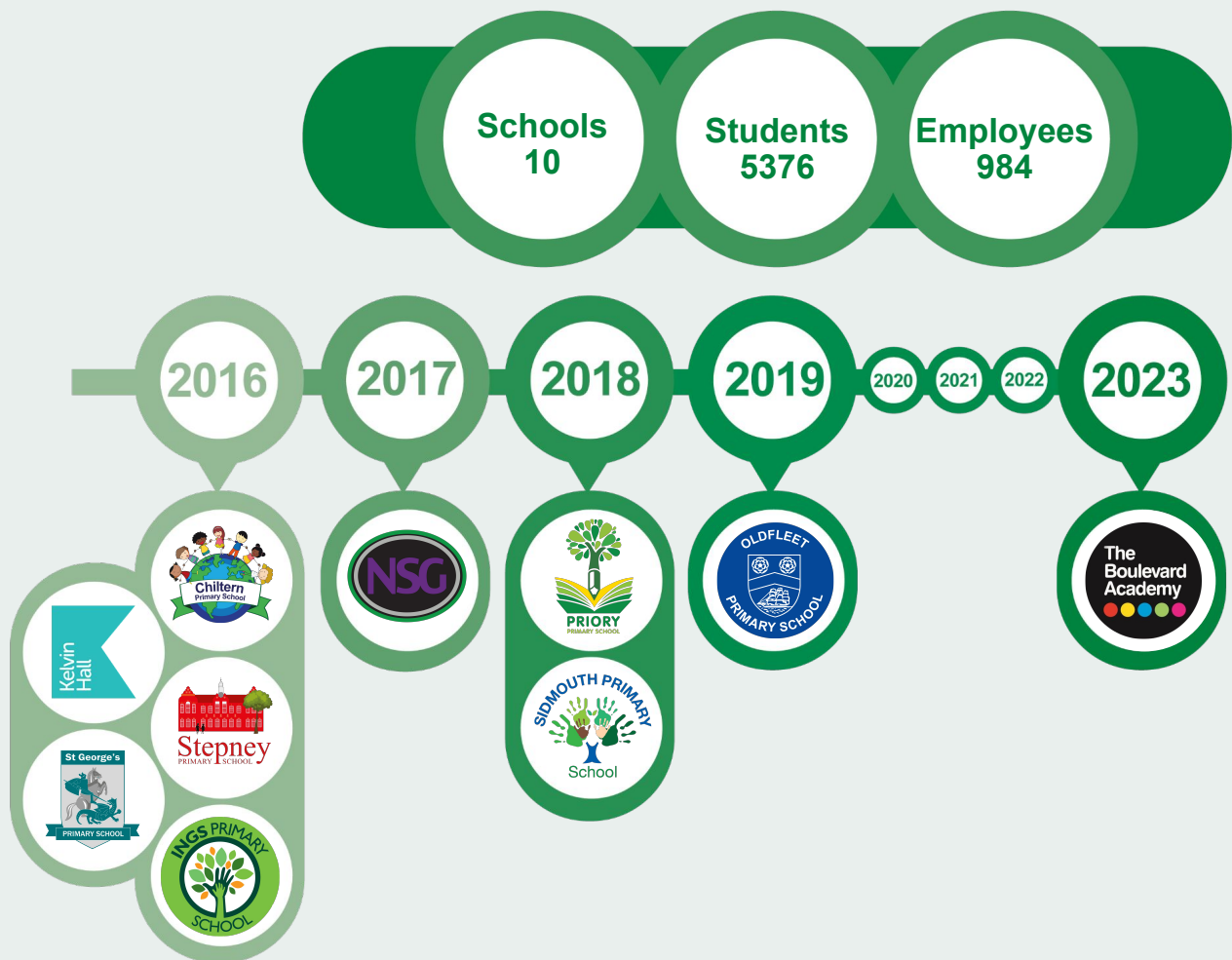
Our Values

Thrive Mission Statement
Inspiring pupils to thrive in life

Thrive Co-operative Learning Trust **understands thriving to mean learning**, and learning to mean **growing in knowledge, self-reliance and in responsibility towards others.** Achieving this will allow pupils and staff to **develop a sense of agency and co-agency**, which is the awareness that we are powerful and can affect change, that life is something to be grasped rather than something that happens, and that we have maximum impact when **we work together for the common good.** This sense of agency plays out at three scales as it affects the future of **the individual, their community (local and national), and their planet.**

View our **Thrive Charter** here...

Grow & Develop

Opportunity to Thrive

CPD/ Leadership

ECO Sustainable

Our Journey so far…

Schools 10

Students 5376

Employees 984

2016 — 2017 — 2018 — 2019 — 2020 — 2021 — 2022 — 2023

2016: Kelvin Hall, Chiltern Primary School, St George's Primary School, Stepney Primary School, INGS Primary School

2017: NSG

2018: Priory Primary School, Sidmouth Primary School

2019: Oldfleet Primary School

2023: The Boulevard Academy

Our Partners

Our ongoing partnerships with the following organisations

REACH FOUNDATION

Our partnership with the Reach Foundation is leading us to develop a 'Cradle to Career' model across our three schools in HU3 - and later across the whole of Thrive.

C3 Group

Our recent partnership with C3 Group has brought us closer to achieving our goal of net-zero emissions, reinforcing our pledge to create a more sustainable future for our students, staff, and the wider community.

Yorks100

Yorkshire 100 aims to identify 100 future school leaders and take them on a development journey of peer-led support and cutting edge national and international school development.

Coop Schools

Coop Schools provides services and support for the network of cooperative schools, strengthening school improvement and local accountability.

thrive co-operative learning trust

Senior IT Support Engineer
Grade 6, scale point 13 - 19 (£28,163 - £31,067 actual salary)
37 hours per week, all year round
Permanent

The Thrive Co-operative Learning Trust is responsible for ten schools across Hull: three secondary and seven primary. A Thrive school is a dynamic community of staff, pupils, and their families focused on one thing—*inspiring pupils to thrive in life.*

As a Senior IT Engineer, you will play a crucial role in supporting our schools' technological needs. Your responsibilities will include providing technical support to all users, troubleshooting issues, and maintaining our IT systems across two secondary schools in Hull.

To succeed in this role, you should have:
- Strong technical skills, including a solid understanding of Google Apps, Google Chromebooks, and IT support ticketing systems.
- Experience with Windows Server 2022 and virtualization is a plus.

You'll join a talented team and a successful MAT which is committed to raising the educational ambitions of the communities it serves. As part of the Trust, we can offer successful candidates a huge variety of opportunities for development and progression across all phases.

What we offer:

- Work Laptop
- Work Mobile Phone
- Cycle to work scheme
- Employer Pension Contribution – Local Government Pension Scheme (LGPS)
- Generous Holiday allowance 24 days, plus bank holidays and 3 concessionary days rising to 27 days after 5 years service
- Effective, supportive, and dynamic leadership

Thrive is committed to supporting your professional development. We will provide opportunities for you to pursue further training or IT certifications.

For an informal discussion about the role please contact David Kemp, IT & Data Lead - kempd@thrivetrust.uk

Closing Date: 27th September 2024, 9 am
Interviews: 4th October 2024

As part of Thrive Co-operative Learning Trust commitment to safer recruitment processes and in accordance with statutory guidance: Keeping Children Safe in Education an online search will be carried out on all shortlisted candidates.
Please note, we do not accept CVs, applications must be submitted using our application form.

Our commitment to Safeguarding: Thrive Co-operative Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Each school has a robust Safeguarding Policy and all staff receive training relevant to their role at induction and throughout their employment.

A candidate's suitability to work with children will be explored at all stages of the recruitment process. The successful applicant will, in accordance with statutory guidance, be subject to a comprehensive pre-employment checking process including receipt of a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS), a Children's Barred List check, a Section 128 Management Check if relevant, Prohibition check and overseas checks as applicable, identity check, medical clearance, proof of qualifications, satisfactory references and a check regarding their eligibility to work in the UK.
This role involves contact with children and provides regular access to children, therefore it is 'regulated activity'. As such, this post is exempt from the Rehabilitation of Offenders Act - 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

Our commitment to equality and diversity: Thrive Co-operative Learning Trust recognises and celebrates the diversity of its schools and their communities. There is a shared commitment across the Trust to develop further a culture of respect, where discrimination is not tolerated, and individuals are treated equitably and fairly and feel a sense of belonging. Please visit Thrive Trust website to view our Job Applicants Privacy Notice, which explains how we collect, store, and use personal data about individuals applying for jobs at our school.

thrive
co-operative learning trust

Post Title	Senior IT Support Engineer
Grade	6
Location	(but the post holder would be expected to support work across all of the Trusts Academies)
Reporting to	IT & Data Lead

Purpose of Role

The post holder ensures that the IT systems of the school are managed, developed and maintained effectively so that the core purpose of the school can be facilitated.

Key Responsibilities

1. To promote and safeguard the welfare of children and young people.
2. To provide first line/second line helpdesk support to pupils and staff for hardware, software, audio-visual, photocopiers and telephone equipment. To escalate technical issues where they cannot be resolved by the first line team.
3. To manage own workload through the allocation of calls via the helpdesk.
4. To provide users with regular updates on the resolution of their technical issue.
5. To install new software and hardware taking software licensing into consideration.
6. Maintaining an accurate and complete asset register of all IT services assets and completing audits against the asset registers in line with the Trust's procedures.
7. Maintaining documentation on IT hardware, software and audio visual equipment.
8. To provide general technical support or training to teaching/non-teaching staff and students.
9. Responsible for safety of and safe use of electrical equipment for users.
10. Sets access control to ensure safe access to websites for all users.
11. To provide technical support for staff presentations inc setting up equipment and recording performances.
12. To commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment.
13. To work across a number of schools providing IT support under the direction of the IT Operations Manager
14. To monitor daily server backups and antivirus issues for the schools allocated for support. To report issues to the IT Operations Manager
15. To demonstrate an active commitment to on- going professional development.
16. To undertake any other relevant duties as may reasonably be requested by the Trust.
17. To manage the creation of user accounts and email addresses for users in the trust.
18. To manage the day to day tasks of the onsite IT Engineers, ensuring the smooth running of services to the schools.

Safeguarding Children

Thrive Co-operative Learning trust is committed to safeguarding and promoting the welfare of our pupils and young people. Each school has a robust Safeguarding Policy and all staff will receive training relevant to their role at induction and throughout employment at the school. We expect all staff to share this commitment. All post holders are subject to a satisfactory Enhanced disclosure from the Disclosure & Barring Service (DBS) and satisfactory employment references, as well as identification and qualification checks which will be required before commencing duties.

Responsibilities for Staff:	Oversee IT Support Engineers
Responsibilities for Customers/Clients:	Safeguarding and promoting the welfare of children. Responsible for IT Support guidance and advice to all Schools within the Trust.
Responsibility for Budgets/Financial Resources:	None
Responsibility for Physical Resources:	Responsible for contributing to collation of asset register data for all sites within the Academy Trust

		E	D	How Identified
Qualifications	Qualified to at least GCSE level at C or above in English and Maths or equivalent	✓		AF, I
	Microsoft Certification		✓	
	NVQ Level 4 IT or related subject	✓		
Relevant Experience	2 years' experience of using a IT helpdesk	✓		AF, I
	2 years' experience of resolving IT technical issues	✓		
	Experience of working in multi establishments with a variety of IT equipment	✓		
	Experience of Microsoft and Google applications	✓		
Skills & Abilities	Motivation to work with children and young people	✓		AF, I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓		
	Ability to work part of a larger team	✓		
	Ability to provide support and advice to users on a wide variety of ICT hardware, software and related equipment.	✓		
	Ability to multi-task, and perform actions requiring a sustained level of concentration whilst dealing with a high level of interruptions is also essential	✓		
	A ability to diagnose and rectify basic networking faults	✓		
	A ability to diagnose PC hardware configuration faults	✓		

thrive
co-operative learning trust

		E	D	How Identified
Knowledge	A knowledge and commitment to safeguarding and promoting the welfare of children and young people	✓		AF, I
Interpersonal/ Communication Skills: Verbal Skills	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people	✓		AF, I
Disclosure & Barring Service	The successful candidate's appointment will be subject to the School obtaining a satisfactory Enhanced disclosure from the Disclosure & Barring Service and Children's Barred list check	✓		DBS
	This post is exempt from the Rehabilitation of Offender Act 1974 the candidate is required to declare full details of everything on their criminal record.	✓		(after short listing)

How to apply

Informal Discussion
If you are interested in applying and would like to have an informal discussion about the role please contact David Kemp, IT & Data Lead - kempd@thrivetrust.uk

How to apply
All applications must be made using the Trust's application form.

Please return your completed application to people@thrivetrust.uk

Closing Date: 27th September 2024, 9 am
Interview Date: 4th October 2024

thrive
co-operative learning trust