

Tapton  
SCHOOL

ACADEMY TRUST

Realising the life chances and dreams of every child

# CHAUCER SCHOOL

# SENIOR IT TECHNICIAN

Application Pack



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Charitable Limited Company Registration Number: 07697171.  
Registered office: England and Wales. VAT Number: 134392225.

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Age 7-9

KING'S HOSPITAL  
ALL  
GOT BACK UP AGAIN

Welcome to Tipton School Academy Trust (TSAT) and thank you for your interest in joining our organisation. I am the new Chief Executive Officer and I feel incredibly proud to lead to such a wonderfully diverse group of schools, who have people at their heart. We were established in 2011 and operate a family of schools across Sheffield, offering education from early years to sixth form.

We employ over 900 staff and those people are incredibly important to us. One of our key strategic priorities is to make TSAT a 'great place to work' and we are working hard to achieve that. If you work with us, you will receive best-in-class talent management opportunities, to develop yourself and open doors to a wealth of career opportunities within (and outside of) our trust.

We are mindful the workload challenge currently facing the sector, so are focused on reducing workload and creating conditions where our colleagues have fair work/life balance. To do so, we are investing in technology (such as iPads and AI) and creating aligned curricula and assessments, to save our staff time so they can focus more on the things that really matter.

We are at an exciting crossroads in our journey as a multi-academy trust. If you are passionate about working with young people, and love working collaboratively within a team environment, then we'd love to hear from you. If you want to help shape the future of a modern, transformative group of schools, where excellence, innovation and collaboration thrive, you will find a like-minded group of people at TSAT.

Thank you again for your interest in joining us and the best of luck with your application.

**Lee Barber**  
**CEO**





# About TSAT

Since forming in 2011 TSAT has grown to 9 schools, 5 primary and 4 secondary, providing learning to over 7,500 learners from 2 – 18.

Collaboration is at the heart of our Trust. Our aspiration, with distributed leadership across TSAT, is to be greater than the sum of our parts.

**Our Vision** : To realise the life chances and dreams of every child.

**Our Mission** : To provide a safe place to be; provide great teaching and learning; create an environment where all opportunities are in reach.

## Our Values

- A culture of professionalism.
- A focus on nurture as well as achievement.
- Involvement of the family and wider community in everything we do.
- Make visible those who feel invisible through disability, poverty, ethnic or cultural disadvantage.
- Mutual support and development.
- The health, well-being and safety of all our people.

## Our ways of working

- Schools sign up to our 'Mission, Vision and Values' and collaborative ways of working.
- Schools collaborate 'in partnership for excellence with TSAT'
- Each has something to bring to the table and can lead on this.
- Schools retain their identity and are part of something special.
- Differentiated solutions according to support needs.
- Mentoring, coaching, directing.
- A clear [scheme of delegation](#) and decision making to ensure that all our children get the best educational experience.

For further information please visit the Trust website: [TSAT - Home \(taptonttrust.org.uk\)](https://taptonttrust.org.uk)

# Our Schools

Our five primary and four secondary schools work in close partnership with the aim of realising the life chances and dreams of every child and becoming an outstanding Trust.

Each of our schools has its own distinctive character, reflecting the local community it serves. Children joining us have a broad range of abilities and social backgrounds. We recognise and celebrate different aptitudes and interests and believe that everyone can develop through dedication and hard work, leaving our schools fully prepared for successful lives.

## **Primary Education**

Each of our primary schools are Ofsted rated 'Good' giving our children an excellent start to their education and preparing them fully for their secondary transition.

[Primary Education](#)

## **Secondary Education**

Our secondary schools work in close collaboration to further develop our curriculum and outcomes.

Our sixth form provision is Ofsted rated 'Good' or 'Outstanding'

[Secondary Education](#)

## **Central Services**

Our support staff are highly valued and we offer a range of central services to our schools to enable them to concentrate on outstanding teaching, high quality learning and effective support for individual needs. Services include:

- Catering
- Communications and Marketing
- Facilities
- Finance
- Governance
- HR
- IT
- School Improvement.

# The Role

Tapton School Academy Trust are seeking to appoint a Senior IT Technician, based at Chaucer School, there may be a requirement to work collaboratively to support across the Trust to, however your substantive posting will be at Chaucer school .This role will commence ASAP.

Routine duties will include resolving issues for desktops, laptops, servers, tablets, projectors and interactive whiteboards, this will also include system upgrades. As no two days will be the same, you may need to cover a variety of tasks as the role develops, this means you will need to have excellent organisational skills, be flexible in your approach to work and be willing to learn to keep up with any changes.

<b>Salary Range:</b>	Grade 4, Scale Point 7-12 (currently £24,294 to £26,421 FTE per annum)  Subject to Pay Award (pending)
<b>Hours of Work</b>	37 hours per week, 52 weeks per annum
<b>Responsible To:</b>	Network Manager
<b>Holidays:</b>	26 days, rising to 31 after 5 years of service
<b>Benefits:</b>	<ul style="list-style-type: none"><li>• Local Government Pension Scheme.</li><li>• Salary Sacrifice Car Scheme.</li><li>• Cycle to Work Scheme.</li><li>• Discounted membership for Westfield Health.</li><li>• Occupational Health.</li><li>• Wellbeing Programme.</li><li>• Continuous CPD and Training.</li></ul>

# Responsibilities

## **Configuration, Installation and Support Request Management**

- Respond to requests for IT support in accordance with Helpdesk procedures and priorities.
- Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment, including computers, printers, AV equipment and photocopiers.
- Produce user guides and provide basic IT training to new and existing users.
- Ensure delivery arrangements for resources are appropriately planned and communicated.
- Installing new equipment, and configuring it in line with the Trust's requirements and as instructed – to include imaging and installing new PCs.
- Maintain stock levels ordering equipment/ consumable goods or notifying Line Manager as appropriate.
- To ensure the provision of IT support and guidance where appropriate to the staff of the Trust, particularly within the curriculum.
- Minor repairs, maintenance and modifications to equipment, making arrangements for major repairs to be carried out as necessary and all maintenance is appropriately recorded.
- To support across Trust schools when required.

## **Strategy, Planning, Budget and People Management**

- Be aware of and support the Trust's strategies and vision for technology.
- Support the Network Manager where requested with budget management. Ensure all procurement follows the Trust's procedures.
- Be aware of new and evolving hardware technologies and where possible or requested make recommendations on how they should be incorporated into the Trust.
- To undertake recognised training as necessary in accordance with a planned programme of development.
- To ensure a healthy and safe working environment and compliance with healthy and safe working practices.



- Ensure a preventative maintenance programme is adhered to so helping to maintain safe working practices and conditions.
- Any other duties and responsibilities appropriate to the grade and role.
- All responsibilities to be carried out in accordance with the Trust's Policies, Standing Orders and current legislation with an emphasis on Customer Care, Equal Opportunities, Data Protection and Health and Safety.
- To work as part of the team in providing a high level technical service within the Trust, both within the IT department and as required within other teaching areas.
- To work collaboratively with teaching and learning and business.
- To deputise the Network Manger when required.
- As requested by the Network Manger or Trust IT Director to source equipment and services.

### **Desktop, Application, Server and Network Support**

- A wide range of technical duties associated with the computer network and desktop services, primarily in connection with existing installations and upgrading of these installations.
- Install or repair computers with standardised applications and networking software, diagnosing and solving problems that develop in their operations.
- Carry out maintenance and modifications (where required) to existing IT and AV hardware to ensure it is fit for purpose.
- Support client/ server based applications.
- Monitor the performance of IT and AV hardware, software and cabling with a view to rectifying particular or recurring problems and providing reports to management, senior staff and/or suppliers.
- Provide lifetime maintenance to IT and AV hardware and maintain physical computer peripherals including power, data & security cabling.
- Where required or requested liaise any other third party suppliers on design and maintenance issues, fault diagnosis and rectification, and provide feedback to the Network Manager on the performance of all suppliers who offer support or delivery of systems to the Trust.

- Support the Network Manager to determine and specify hardware and cabling performance standards, and power supply requirements and configuration.
- Be aware of the use of software and proactively understand all requirements for licensing, reporting any doubts or areas of concern to the Network Manager to ensure that all software is licensed and supported sufficiently.
- Manage the day to day logistical processes for any bookable IT resources such as laptop/table trolleys, digital cameras and portable projectors. This would include handling bookings and requests as well as delivery/collection of these resources to users.

### **Continuity, Maintenance and Security**

- Maintain up to date the Trust's asset register enabling tracking of assets.
- Evaluate, as required or requested, the performance of various items of hardware and services such as VOIP, printing, AV and desktop software, determine their suitability for specific applications and prepare reports as required.
- Maintain up to date documentation of all relevant IT and AV systems and hardware, including maintenance contracts and warranties.
- Providing first line support to end users of IT within the Trust through the use of the internal Helpdesk and answering and assisting with queries raised by phone.
- Monitoring and responding to issues and requests raised on the internal Helpdesk according to internal guidelines. Escalating to second line within the team when required. Carrying out all relevant ticket administration (updating, reassigning, completing) as appropriate and in line with best practice.
- Liaise with users to ensure that Helpdesk tickets have been satisfactorily handled.
- Carrying out daily checks on IT equipment, dealing with or reporting issues as appropriate to ensure resolution.
- General troubleshooting, maintenance, cleaning and housekeeping of all IT equipment.
- Providing specific support to users within the classroom or other areas as required.
- Installing new equipment, and configuring it in line with the Trust's requirements and as instructed - to include imaging and installing new PCs to desks.
- Keep work places, store areas clean and tidy.
- Any other duties and responsibilities appropriate to the grade and role.

# The Person

The successful candidate will demonstrate the following:

<b>Skills and Knowledge:</b>	<ul style="list-style-type: none"><li>• Excellent organisational, planning and prioritisation skills</li><li>• Strong interpersonal skills with outstanding oral and written communication skills</li><li>• An effective team player but can think and work independently</li><li>• Able to work under pressure, meet deadlines</li><li>• Proactive and versatile</li><li>• Professional and able to take ownership of problems</li></ul>
<b>Experience:</b>	<ul style="list-style-type: none"><li>• Experience of working in a school setting</li><li>• Experience of working across multiple sites</li><li>• Experience on managing a helpdesk ticketing system</li><li>• Competent in using the whole Microsoft package</li></ul>
<b>Education, Training and Qualifications:</b>	<ul style="list-style-type: none"><li>• Evidence of continued professional development</li></ul>
<b>Work Related Circumstances (including working conditions)</b>	<ul style="list-style-type: none"><li>• The role will be based at Chaucer School but may involve travel across school sites, therefore a current and clean driving license and transport is essential.</li><li>• We are committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment.</li></ul>

**Fluency Duty:** The ability to converse at ease with members of the public and pupils and provide advice in accurate spoken English is essential for the post.



# How to apply

Applications for this role are via the TES website.

For further information please contact the Headteacher's PA, Chelsea Clarke via email [cclarke@chaucer.sheffield.sch.uk](mailto:cclarke@chaucer.sheffield.sch.uk)

**Closing date for applications: Thursday 17<sup>th</sup> October 2024**

## **Safeguarding**

TSAT is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All candidates will be subject to the following employment checks:

Shortlisted Candidates:

- References will be requested before interview.
- A Criminal Convictions Disclosure Form will be requested at interview.
- Evidence of right to work in the UK will be requested at interview.
- Qualification certificates will be requested at interview.
- Disclosures concerning child protection investigations, relationships with pupils, employees, governors or trustees, prohibition orders and section 128 directions (where applicable) will be requested at interview.
- We may conduct online searches for shortlisted candidates prior to making our final decision. If any information obtained from the online searches raises concerns around someone's suitability for the role or to working with children then this may be raised with the candidate at interview and/or we may take advice from the local authority children's services.

Successful Candidates:

- Successful candidates will be required to undertake a DBS Enhanced Disclosure (with barred list) check.
- Successful candidates will be required to be asked to complete a Childcare Disqualification under the Childcare Act 2006 Declaration (for applicable posts).
- Pre-employment medical screening

**Please note:** Canvassing of any employee, Trustee or member of the Local Governing Board directly or indirectly is prohibited and your application will be disqualified.

## **Policies**

Our approach to safeguarding and school safeguarding policies can be found on the Trust website: [TSAT - Safeguarding \(taptontrust.org.uk\)](https://www.taptontrust.org.uk)

## **Equality & Diversity**

We are committed to providing equality of opportunity for all and ensuring that all stages of recruitment and selection are fair and that applicants are not discriminated against on the grounds of race, nationality, gender, religion, age, disability, marital status or sexual orientation. [Click Here](#) to access TSAT's Equality and Diversity Statement.

## **Data Protection**

As part of the recruitment process, we need to collect your personal data. For more information about what we do with your personal data, please see our Recruitment Privacy Notice on the [policies page](#) of our website.



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