



# Senior IT Technician

**Post: Senior IT Technician**

**Grade: Grade 6 (£25,481 – £27,741)**

**Responsible to: Director of IT & Communications**

**37 hours per week – 52 weeks, requirement to travel between Trust academies**

## CANDIDATE INFORMATION

Winning Hearts, Inspiring Minds.



# What's included within this pack?

Within this pack you will find both information and advice on applying for a role with the Learning without Limits Academy Trust including:

- Welcome from the Trust CEO
- About the Trust
- Our Vision and Ethos
- Our Values
- Pupil Context in our Academies
- Schools Summary
- Job Description
- Person Specification
- Application Process and Timeline

# Welcome from the Trust CEO

Dear Applicant,

Thank you for interest in the role of Senior IT Technician.

We are at an exciting point in the development of our Trust as we embark on a multi-million pound project for IT refresh. The project will see the creation of a new collaborative way of working, with resilient infrastructure and improvements to both the standards of equipment and support for our students and staff.

In order to support this significant investment. We have created a new Trust IT Team. Each individual in the team will have a home site but will work as part of a single Trust IT team and travel to different sites as required, this allows us to offer our Technicians a variety of experiences and the ability to support and collaborate with other colleagues.

We are a Trust that works collaboratively, both between our own schools and also across the wider area. We are gaining a reputation as the Trust of choice for many teachers, support staff and parents, and we are always seeking new ways to improve, develop and grow. We create a climate that allows people to perform to the best of their abilities and we really value the relationships that we foster across the Trust at all levels.

Our Board of directors are clear about our direction of travel and hugely supportive of the challenges our schools face. With their support we constantly strive to seek out new ways of approaching the challenges we face. IT underpins the delivery of our teaching and learning, our IT Technicians will play a key role in supporting our systems and delivering outstanding customer service.

You will be given the opportunity to grow professionally and personally in this role and you will have access to many opportunities for continuous development.

If this role within our Trust is of interest to you, we look forward to receiving your application.

Yours faithfully

John Henrys  
**Chief Executive Officer**



# About the Trust

LwLAT is a multi-academy trust that formed in 2016, set up to serve the communities of Leicester City and the surrounding areas. Originally born out of Babington Academy in the North-West of Leicester, the Trust now supports five schools, across both primary and secondary phase.

Our schools work closely with one another and benefit greatly from these relationships. The close geographical location of our schools means that we can easily share opportunities and experiences that greatly improve the life chances of our students. It is our belief that our collaborative approach to school improvement gives our schools the tools necessary to improve, and sustain this improvement over time. We work tirelessly to meet our own ambition for the 4,000 students and the diverse communities that we serve.

We are dedicated to providing our staff with a range of opportunities that develop their own skills which allow them to thrive in the education setting. This investment results in our students benefiting from a highly motivated, dedicated and professional team of staff.

In the ever-changing world of education, it is always pleasing to see how well our students develop and grow into confident and responsible citizens, prepared for their next steps.

We pride ourselves in our professionalism and welcome like-minded people to join us and support our young people on their journey through education.

# Our Vision and Ethos

## Winning hearts, inspiring minds

Our vision at Learning without Limits Academy Trust is to ensure that all our pupils are heard and have what they need to succeed in life.

Both inside and outside the classroom, we work to educate, inspire and support. We create opportunities and broaden horizons, so that those we teach have great ambitions and the confidence to pursue them.

We respect every pupil as a person in their own right, so that each is visible, has a voice and is valued. This is how we celebrate their diversity. We are passionate and determined about doing the best by them, so that so they can achieve more than they ever thought possible.

Our strength comes from collaboration and the emphasis on winning hearts and inspiring minds. We know that we achieve more by working together. We are a family and a team. There are no limits to how high we aim, and to what our children and young people, academies and communities can accomplish.

Our Trust is built upon strong and considerate relationships within our schools, and between staff, pupils and their families. Community is at the heart of what we strive to achieve, and we pride ourselves in serving our communities through everything we do.

We provide the foundation for our academies to succeed, with a balanced focus on academic achievement, character development and the wellbeing and safety of everyone within our school community. Our Trust's support underpins the skills and resources the academies need to achieve great results.

Our quest for improvement is constant and determined - both in the education we provide and in the life chances we create for the children and young people we teach.

## Aims

- **For our children and young people** - We will inspire our pupils, keep them safe and give them the knowledge, skills, experiences, character and confidence to aim higher and succeed in life.
- **For our staff** - We will inspire and develop our staff, support their wellbeing and extend their skills, enabling them to provide an excellent education for all our pupils.
- **For our academies** - We will provide leadership and resources to improve our family of academies, working with them so they can focus on achieving high standards in the classroom.
- **For our communities** - We will place our diverse communities at the heart of everything we strive to achieve, working with them to make a positive difference.

# Values



## COLLABORATION

We work together to build strong and respectful relationships between academies, staff, pupils and parents. We share a passion for doing the very best for our children and young people - and as a family of schools, we know that together we achieve more.

## INSPIRATION

We broaden horizons and remove barriers so that our pupils enjoy learning through high-quality teaching, have great ambitions and develop the confidence to pursue their dreams. We want them and their families to see that there are no limits to what they can accomplish.



## DIVERSITY

We build upon the foundations of our pupils' experiences and backgrounds, ensuring that each one is visible and has a voice, is proud of their identity, and has the knowledge and character to succeed in life.

## COMMUNITY

Our schools are at the heart of our communities. We pride ourselves on serving them and engaging with them for the benefit of all.



# Pupil Context in our Academies

- The proportion of pupils eligible for the pupil premium funding is much higher than average.
- The proportion of pupils from minority ethnic backgrounds is higher than average.
- The proportion of pupils who speak English as an additional language is higher than average.
- The proportion of pupils who have special educational needs or disability is above average.

# Our Schools - 2021-22 Summary

## Primary Phase



%	Reading 71	Writing 76	Maths 81	Sept - March Attendance 95.7
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Heatherbrook has once again had a successful year with improvements across all areas of the curriculum. The most significant gains have been made within reading, with a 25% increase on last year's results. This in turn has supported the improved outcomes in combined (reading, writing and mathematics) with 67% of pupils achieving expected level. The academy underwent a successful Ofsted inspection in October where it achieved Requires Improvement with elements of Good. In order to address the deficit in reading skills and phonics, Accelerated Reader and a new phonics scheme have been implemented, and with the capital investment across the estate, Heatherbrook continues to develop at a rapid rate.

Principal - Jen Mitchell

Ofsted Grade RI - Oct 2019



%	Reading 66	Writing 76	Maths 76	Sept - March Attendance 95.8
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Woodstock has had a successful year, making strong gains when compared to last year's results. The biggest impact can be seen in reading and combined (reading, writing and mathematics) where the school has improved its outcomes by 12%. The Academy managed to secure Requires Improvement with elements of Good in its September 2019 inspection and this laid the foundation for ongoing improvements throughout the year. The curriculum has developed at a rapid rate, particularly across the foundation subjects and the school has successfully implemented its new phonics scheme. Woodstock continues to be a popular and well regarded school within the community.

Principal - Dan Edwards

Ofsted Grade RI - Sept 2019



# Secondary Phase



Progress 0.36

Attainment 43.07

Basics 32%

Sept - March Attendance 94.5

Babington has made great strides forward with attainment outcomes for students this year, with an average of 1/2 grade increase across all subjects. The number of students achieving a pass in English and mathematics has increased by 18% whilst the number of students achieving the highest grades in English and mathematics has increased by 11%. The academy has engaged in a variety of school improvement initiatives across the year and was the first school in the Trust to engage with Challenge Partners. There are a number of middle leaders from the academy that chair the best practice network hubs and the school continues to engage in school improvement activity across the trust.

Principal - Sara Fletcher

Ofsted Grade Outstanding - March 2013



Progress -0.53

Attainment 35.72

Basics 26%

Sept - March Attendance 94.2

Lancaster has performed well this year with improved attainment outcomes that move it a significant step towards national averages. The number of students achieving a pass in English and mathematics has increased by 11% and there are more students than ever before achieving the higher grades in these subjects. The overall quality of teaching has continued to strengthen throughout the year and this has had an impact on student engagement in lessons. The improved quality of teaching has also positively impacted on behaviour around the school. There has been significant work to develop the curriculum and the school is currently looking to refine this further with a focus on business skills development. The successful Ofsted inspection in February confirmed the self assessment of the school leaders and moved the school to Requires Improvement.

Principal - Anna Fisher

Ofsted Grade RI - Feb 2020



Progress -0.09

Attainment 42.52

Basics 57%

Sept - March Attendance 94.3

South Wigston has strengthened its outcomes this year with 57% of students achieving a pass in English and mathematics. The school benefited from the DfE uplifting a significant number of grades as a result of performance in previous years which helped move the school towards a national average progress score. The school staffing has continued to be stable which has had a positive impact on behaviour around the school. The school has continued to engage with the support that has been on offer and is starting to see the impact of this in lessons. There has been significant work undertaken to develop the curriculum and this is also impacting on standards in lessons. The school continues to be a popular choice for local families and is held in high regard in the local community.

Principal - Sue Webb

Ofsted Grade RI - April 2019



# Job Description

**37 hours per week – 52 weeks, requirement to travel between Trust academies**

**Post: Senior IT Technician**

**Grade: Grade 6 (£25,481 – £27,741)**

**Responsible to: Director of IT & Communications**

## **Overall purpose of this post:**

This is a Trust wide role as part of the IT support team providing outstanding customer focussed IT support to academies within the Trust covering all aspects of IT support from end user to servers and other infrastructure the postholder will lead the onsite team in the day to day running of operational IT support.

This role may require regular travel between academies and the Trust Offices.

## **Role and Responsibilities**

These will include, as appropriate, those that reflect the Trust's key value: "Winning Hearts, Inspiring Minds" through Collaboration, Inspiration, Diversity and Community.

### **Senior IT Technician**

1. Working to the direction of the Director of IT & Communications & the Technical Systems Manager to ensure the effective maintenance and management of ICT/AV hardware, software and processes.
2. Administrate Active Directory, Exchange, and Office365.
3. Administrate academy websites across the Trust where required
4. Install new and upgraded software and hardware.
5. To participate in setting plans and processes to manage installations and upgrades to ICT equipment, software and infrastructure.
6. To monitor and manage reported faults and requests, including via the helpdesk. Supervise the IT Technicians and external support companies responsible for resolving faults and requests.
7. To provide outstanding support required for the effective use of ICT across the academy and external facilities/events, including fixing faults, troubleshooting and setting up equipment.
8. To take on responsibility for the project management of changes and implementations to ICT equipment, software and infrastructure, as delegated by the Director of IT & Communications.
9. Responsible for maintaining appropriate inventory and cataloguing systems.
10. To keep abreast of developments in technology and their application for education.
11. To offer recommendations to the Director of IT & Communications on additional and better use of ICT resources within our academies.
12. To provide support for assemblies Academy/Trust events, working with staff and students / pupils to ensure all equipment requirements are met.
13. Support of whole Academy/Trust initiatives to develop the curriculum.
14. To be the onsite Senior point of contact for IT requests in support of Safeguarding / CCTV.
15. To support staff CPD by leading IT induction sessions, identifying gaps in knowledge to develop and deliver bespoke in-house training for staff, including updates on software developments and impact on the academy.

**Central Team**

1. To provide IT support for the Executive and Central Team including liaising with various external partners where required.
2. To contribute to the effective working of the Central Team by participating in meetings and suggesting improved ways of working.
3. To assist with the joining/conversion process for new schools.

**General**

1. To achieve positive and effective lines of communication with all staff, parents/carers, community groups, local education authority, stakeholders, supplier groups and external agencies.
2. To promote the Trust and academies to, and raising the profile within, the local community.
3. To maintain competence in role by attending training as required.
4. To be prepared to work flexibly during busy periods.
5. To develop constructive relationships and communicate with other colleagues, agencies/ professionals. Attend and participate in meetings, sharing experience and skills with others.
6. To perform other ad hoc duties and assignments that are commensurate with the post's grade whenever reasonably instructed by the Director of IT & Communications or Technical Systems Manager.
7. To report all concerns to an appropriate person.
8. To comply with the Trust's child safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns.
9. To comply with Trust policies and procedures at all times.



# Person Specification

Ref	Criteria	E/D	App	Ref	Int
<b>1. Qualifications and Training</b>					
1a	A level of numeracy and literacy sufficient to carry out the duties of the post (min Grade C/Level 5 GCSE Maths & English)	E	✓	✓	
1b	HND, Level 3 NVQ, BTEC Professional Diploma or equivalent qualification in an ICT or Computing subject area or a minimum of 2 years experience at Senior Technician level.	E	✓	✓	
<b>2. Professional Experience and Knowledge</b>					
2a	Experience working in a school or similar environment	D	✓		
2b	Expert understanding of the configuration and deployment of Microsoft desktop operating systems; including configuration using Active Directory.	E	✓		✓
2c	Expert understanding of the configuration and deployment of desktop & server applications; including deployment to multiple devices.	E	✓		✓
2d	Expert understanding of PC and laptop hardware construction and maintenance.	E	✓		✓
2e	Expert understanding of peripheral maintenance and deployment; including network deployment.	E	✓		✓
2f	Excellent organisational skills and interpersonal skills.	E	✓		
2g	High level of IT competence	E	✓		
2h	High level of literacy and ability to write formal communications	E	✓		
2i	Experience of administering Office 365	D	✓		✓
2j	Excellent communication skills at all levels	E	✓	✓	✓
<b>3. Equal Opportunity</b>					
3a	Must be able to recognise discrimination in its many forms and willing to put the Equality Policies into practice	E	✓		✓
<b>4. Other Skills</b>					
4a	Able to adapt to new legislation, policies and procedures	E	✓		✓
4b	Able to use own initiative to problem solve, demonstrating a willingness to embrace change	E	✓		✓
4c	Able to prioritise and meet deadlines with changing demands	E	✓		✓
4d	Able to produce clear and concise documentation	E	✓		✓
4e	Able to work as part of a local team and the wider Trust	E	✓		✓
4f	Negotiates with and recommends suppliers regarding the ordering of goods and services, ensuring best value	E	✓		✓
Other	Able to travel between the Trust Central office and different schools within the Trust.	E			✓

# Application Process and Timeline

Only completed application forms will be considered, if you are successful at application stage you will be invited to an on-site interview, which will include written and practical tasks.

**Applications will close on Sunday 3rd October 2021 at 11:59 pm. If sufficient applications are received before this date it may be necessary to close the application process early.**

**Interviews planned to take place from week commencing 4th October 2021.**

Completed application forms can be returned electronically to the Trust team via email to: [kwilford@lwlat.org.uk](mailto:kwilford@lwlat.org.uk)

If you wish to submit your application form by post, please return it to the following address:

**Private & Confidential**  
**Karon Wilford**  
**LwLAT Trust Office**  
**c/o The Lancaster Academy**  
**Knighton Lane East**  
**Leicester LE2 6FU**

## **Feedback/Complaints**

If you have not been shortlisted or are not appointed following interview you may request feedback from the recruitment panel who will arrange to provide helpful and constructive feedback.

If you wish to make a recruitment complaint, you should submit it in writing to [info@lwlat.org.uk](mailto:info@lwlat.org.uk)



**Trust Head Office:**

Learning without Limits Academy Trust,  
C/O Lancaster Academy, Knighton Lane East,  
Leicester, Leicestershire, LE2 6FU

**Tel:** 0116 2746330

**Email:** [info@lwlat.org.uk](mailto:info@lwlat.org.uk)

**Web:** [www.lwlat.org.uk](http://www.lwlat.org.uk)

