



Inspire Learning Trust



Trust IT Technician

Closing Date: Monday 13 May 2024 at 12 noon

Interviews to be held Monday 20 May 2024

Responsible to:	Trust IT Support Manager
Responsible for:	Delivery of the Trust IT Services
Salary:	Band D-E (£23,500 - £25,979) dependent on experience
Working hours:	37 hours per week, all year

Inspire Learning Trust is a Multi Academy Trust based in Rotherham which also includes Oakwood High School, Sitwell Junior School, Thomas Rotherham College and Winterhill School.

The Trust IT Technician will work proactively and reactively to maintain reliable technical services working hands-on to provide appropriate solutions. All technical staff will contribute to the delivery of an outstanding and robust IT Service across the Trust. This post is part of the Trust IT Service, the post holder will work at any Trust school/college as required. Some flexible working may be required to support Trust events and support requirements.

We offer a positive working environment, we care about our learners, and we care about our staff, all of whom know and appreciate that. The successful candidate will have the opportunity to be part of this, contributing to this culture and developing it further.

Applicants are required to apply via our online application form which is available on our website:
<https://www.inspiretrust.uk/vacancies/>

PLEASE NOTE we operate Safer Recruitment and we do not accept CVs or CV attachments, all applicants must complete an application form in full.

Inspire Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff, other workers, and volunteers to share this commitment. The Trust is an equal opportunities employer, and we undertake to make any reasonable adjustments to a job or workplace to counteract any disadvantages a disabled person may face.

Our safer recruitment processes include online media searches which will form our due diligence checks pre interview. Employees will be subject to a comprehensive vetting process including references from current and previous employers, right to work in the UK, an enhanced DBS check and a further check against the appropriate barred list.

All candidates are expected to read the Trust's Safeguarding Policy accessible via our website:
<https://www.inspiretrust.uk/page-template/statutory-documents/>



Inspire Learning Trust

Why work for us?



Employee Assistance Programme

24/7 confidential help covering counselling and practical and emotional help.



Support Staff Holiday Entitlement

Generous annual entitlement for all our professional support staff.



Accredited living wage

We are committed to ensuring staff rates of pay exceed the national minimum wage.



Student Admissions at OHS

Priority placing for children of staff, subject to length of service.



Specsavers Eye care voucher scheme

Obtain a free eye test and discounts on glasses



Flu jabs

Flu jab vouchers available on an annual basis.



Cycle to work Scheme

Salary sacrifice scheme on a brand new bike with Cyclescheme.co.uk



Free Parking

Free car parking at all sites.



Employee Referral Scheme

You could earn £500 for recommending an appointed friend or family member



Evening Language Classes

Access to modern foreign languages classes at a 25% discounted rate.



Onboarding for new starters

Bespoke onboarding process for all new starters, including an additional day's pay.



Pension contributions

Access Teachers and Local Gov pension schemes, contributions between 16% and 24%.



Gym and exercise classes

Gym membership and exercise classes at only £10 per academic year.



Urban Yoga

Access free yoga classes at Oakwood High School.



Sports Facility Hire

Reduced rates on our sports facilities and pitch hire.



Westfield Health Scheme

A salary sacrifice scheme that gives quality health cover.



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Job Description and Person Specification

Main Purpose of Job

The purpose of the role is to provide high quality technical services for staff and pupils/students. The Trust IT Technician will work proactively and reactively to maintain reliable technical services working hands-on to provide appropriate solutions. All technical staff will contribute to the delivery of an outstanding and robust IT Service across the Trust. This post is part of the Trust IT Service, the post holder will work at any Trust school/college as required. Some flexible working may be required to support Trust events and support requirements.

Both technical, service and management accountabilities will be assigned via a service delivery plan, and these will be assessed annually via the Talent Development procedures of the Trust. The IT Technician will ensure that they deliver work that is efficient, effective, reliable, fit for purpose and can adapt to changing circumstances.

All staff are required to work flexibly and in a way that encourages a positive work environment that is solution focused and proactive for all. All IT staff are required to participate in update training as directed including where necessary an appropriate qualification route.

**Excellent standards of behaviour, respect and learning depend upon the 'tone' set by all members of the Trust community.
We build upon our strengths – together!**

For the purposes of this Job Description and Person Specification, Trust is Inspire Learning Trust and all Academies working within the Trust. All duties outlined below are the responsibility of the post holder who will be accountable for delivery. Where there is specific connectivity with another post, or the lead responsibility for an activity lies with another member of staff, this is stated and will be expanded on in the Service Framework and Development plan where appropriate.



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Role Specific Duties and Responsibilities of the Post

(including Leadership, Accountabilities and Operational Activities).

A = Accountability (which means being responsible for something to somebody)

L = Leadership (guide, direct and influence the outcomes of)

O = Operational (day-to-day management and control of these activities)

1. Role Specific Duties and Responsibilities	A	L	O
1.1 Providing excellent customer service to pupils and staff – detecting, diagnosing and resolving faults ensuring all systems and infrastructure are operational and stable to meet needs. Maintain a professional standard of communication ensuring helpdesk and therefore user is kept updated.	✓		✓
1.2 Responsible for elements of the IT Service Delivery Framework that includes: <ul style="list-style-type: none"> User Life cycle Support IT Hardware/Software Audit 		✓	✓
1.3 Maintain and support the Trust services and network technologies, ensuring that they are usable, upgrades and replacements are identified and carried out with minimal disruption and that the availability, continuity, and security of data and IT services are maintained.			✓
1.4 Administer user accounts, access control and provisioning devices.	✓		✓
1.5 Maintain, upgrade, install, image and configure a range of approved computers peripherals, mobile devices, projectors, systems, phone system and applications, using IT Skills and knowledge and following protocol (and policy) ensuring needs of users are met in a timely manner.			✓
1.6 General preventative maintenance and checking of IT equipment including reciprocal cleaning and tidying.			✓
1.7 Lifting and handling of IT devices and working to safety expectations.	✓		✓
1.8 Ensure all installations are licensed and tested before proceeding.			✓
1.9 Maintain and keep up to date the workstation, software and device inventory (including signed in and out devices).	✓		✓
1.10 Support the installation and maintenance of network cabling and equipment as directed.			✓
1.11 Ensure that all works are completed in compliance with the relevant policies and legislation including but not limited to the UK-GDPR, Data Protection Act, Safeguarding and the Computer Misuse Act.			✓
1.12 Provide storage, processing and usage data to aid the planning and development of IT services to ensure they meet the Trust needs.			✓



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1.13 Regular checks of all Trust systems including Security systems, backups and system updates to then escalate or troubleshoot as necessary.

		✓
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1.14 Prepare training materials without use of technical jargon and with the level of detail appropriate to the audience.

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2. Generic Duties and Responsibilities

2.1 Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff.

2.2 All employees will be asked to work at their level on pupil/student interventions to meet the needs and targets of the Trust. For support staff this will include Basic First Aid (training will be provided).

2.3 Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop.

2.4 Participate and contribute to Talent Development and Service Frameworks and other plans.

2.5 All employees will undertake regular and routine continuing professional development (including attendance and contribution to internal / external Training, Networking, Updating and other such events) to ensure that they develop and recognise their own strengths and areas of expertise and use these to achieve and support others and the aims of the Trust.

2.6 Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.

2.7 Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects.

2.8 Establish constructive relationships and communicate with others (inside and external to the Trust).

2.9 Organise and support school/college and Trust events as requested.

2.10 Any other reasonable and appropriate duties as directed by Trust or school/college Senior Staff.

2.11 All staff are required to work in a way that encourages a positive work environment that is solution focused and proactive for all. As a senior support staff holder, you will support, mentor and act as a role model for all staff.



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Person Specification

The Trust is committed to safeguarding and promoting the welfare of children and young people, and expects all staff, other workers and volunteers to share this commitment.

Key to abbreviations: MoA Method of Assessment, AF Application Form, R References, I Interview, CQ Certificate of Qualification, OT Occupational Testing, DBS Disclosure and Barring Service Check.

1. Qualifications / Training / Experience	Essential	MoA
1.1 Educated to at least A Level standard or equivalent in relevant or transferable subjects or able to evidence experience or relevant IT related work.	✓	AF/CQ
1.2 Evidence of training in some technical aspects of the role: networking, wireless technologies, Microsoft and Google technologies, security and permissions structures, systems planning, installations.	✓	AF/CQ/I
1.3 Evidence to suggest ability to discharge the main duties of the post.	✓	AF/CQ/R I

2. Skills and Aptitudes	Essential	MoA
2.1 Skills and aptitude to analyse technical situations, explore, evaluate and recommend potential solutions and deliver these solutions.	✓	AF/CQ/R/I
2.2 Excellent organisational, interpersonal and communication Skills.	✓	AF/CQ/R/I
2.3 Proven ability to troubleshoot hardware and software problems and to learn / adapt to new technologies within a changing environment	✓	AF/CQ/R/I
2.4 Ability to manage workload, assimilating new tasks / projects whilst maintaining service levels on existing workload.	✓	AF/CQ/R/I
2.5 Ability to work with pupils, parents, staff and trust members at all levels with the skills to exchange technical concepts in an appropriate manner.	✓	AF/CQ/R/I
2.6 Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times.	✓	AF/CQ/R/I

3. Mandatory Requirements	Essential	MoA
3.1 A satisfactory DBS check at an enhanced level is a condition of employment with Inspire Learning Trust.	✓	AF/I/R
3.2 Education posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bindovers must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act allow that minor spent convictions, cautions and bindovers do not need to be declared.	✓	AF/R
3.3 References that confirm suitability to work in an educational setting, reference must be provided from current/most recent employer. References will not be accepted from	✓	AF/R



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members of candidate's families or acting purely as a friend.

4. Physical Requirements	Essential	MoA
4.1 Health and physical capacity for the role.	✓	AF/I/R
4.2 A good attendance record in current employment (not including absences resulting from disability).		R

5. Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in the 'Information in Support of the Application' section of the application form. Candidates should be prepared to discuss these in the interview process.

Seeing the Bigger Picture: Understand what your responsibilities are and how these contribute to the priorities of your team. Consider the varied impact your work could have on individuals with different needs and from other backgrounds. Gather information from both inside and outside of the Trust to inform your area of work.

Changing and Improving: Review ways of working and suggest improvements, including how to make full use of new digital technologies. Learn new procedures and help colleagues to do the same. Query any issues that arise from changes in a suitable way. Respond in an effective and appropriate manner when emergencies arise.

Making Effective Decisions: Use guidance, analyse relevant information and ask colleagues for input to support decision making. Identify and deal with any errors or gaps in information before making a decision. Consider the diverse needs of those affected by decisions and how it will impact them. Provide advice and feedback to support others in making accurate decisions. Ask others to clarify decisions when confused and query any issues that arise constructively..

Leadership: Show enthusiasm for your work and take personal accountability for your role. Demonstrate responsibility for your own objectives. Act in a fair, inclusive and respectful way when dealing with others. Be considerate and understanding of other people's points of view. Understand and support the objectives of the wider team. Demonstrate consideration of the wider consequences of own actions.

Communicating and Influencing: Put forward your views in a clear, constructive and considerate manner. Use an appropriate method of communication for each person such as an email, telephone call or face-to-face, taking into consideration their individual needs. Use plain and simple language, being careful to check written work for errors. Consider the impact of language used on different groups of stakeholders. Remain honest and truthful when explaining opinions. Listen and ask questions to ensure your understanding.

Working Together: Proactively contribute to the work of the whole team and remain open to taking on new and different roles. Get to know your colleagues and build supportive relationships. Listen to alternative perspectives and needs, responding sensitively and checking understanding where necessary. Ask for help when needed and support others when the opportunity arises. Be aware of the need to consider your own wellbeing and that of your colleagues. Understand that bullying, harassment and discrimination are unacceptable.



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Developing Staff and Others: Identify gaps in your skills and knowledge and make plans of how to develop these. Take time to achieve development objectives. Listen to and act on feedback from colleagues to find areas you can develop. Share knowledge and skills learnt with colleagues to contribute to the learning and development of the whole team.

Managing a Quality Service: Gain a clear understanding of pupil/student needs. Plan, organise and manage your own time to deliver a high-quality education to pupils/students. Act to prevent problems by identifying issues, reporting them and providing solutions. Keep colleagues up to date with progress.

Delivering at Pace: Always work with focus and pace to get the job done on time and to a high standard. Follow the relevant Trust policies and procedures. Use own knowledge and expertise to organise work. Keep focused on delivery and take responsibility for the quality of work produced. Keep a consistent level of personal performance. Keep managers and stakeholders updated on how work is progressing.

This specification has been prepared in accordance with the requirements of the Trust's Equal Opportunities in Employment Policy. We undertake to consider any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have.

Inspire Learning Trust is committed to providing a safe, secure and supportive environment for all members of staff to support their wellbeing, built from effective relationships. As part of our Staff Wellbeing Strategy, we have contracted with the Education Support Partnership and they provide us with an Employee Assistance Programme to support all staff on a range of issues. We will continue to work with our staff body to improve and ensure that we remain a really good place to work. Our commitment to our pay and conditions is demonstrated by the Trust being recognised as an Accredited Living Wage employer.



Inspire Learning Trust

Inspire Learning Trust is committed to... Educational Social Responsibility We are committed to a value led educational provision.

Inspire Learning Trust is an organisation driven by a desire to provide a truly outstanding and inspirational educational experience for all its pupils and students. Underpinning this aspiration, is an equal commitment to being a wonderful place to work and a valued and impactful community asset.

Since its journey began a decade ago, Inspire Learning Trust has worked tirelessly to develop a strong ethos. Together, within this multi academy trust, we will work to inspire learners to achieve, for today, for tomorrow and into the future.

Through a process of engagement and collaboration, Inspire Learning Trust has further developed this ethos, by encouraging each establishment to define their specific purpose in the development of the young people they support:

- **Inspiring lives, creating possibilities, shaping futures - Sitwell Junior School**
- **Inspired to achieve - Oakwood High School**
- **A tradition of achievement - a future of opportunity - Thomas Rotherham College**
- **Everyone succeeds - Winterhill School**

Underpinning this ethos, Inspire Learning Trust has embedded a set of common values that are believed in and shared, by the trusts, staff, pupils, and trustees, these are;

Respect, Responsibility, Resourcefulness, Resilience, Reflection, Risk taking and Relationships

