Trust IT Technicians

Nicholas Postgate Catholic Academy Trust

Salary: Grade G, SCP 12-15 - £21,589 - £22,911
Hours: 37 Hours per week, Whole Time
Contract: Permanent
Required: April/May 2020
Employment Location: To work across our schools in Middlesbrough, Redcar & Stockton

The Nicholas Postgate Catholic Academy Trust (Northern Region Trust) was formed on 1st September 2018 and consists of 22 primary and 4 secondary academy schools spread across Middlesbrough, Stockton and Redcar.

This is an outstanding opportunity for a suitably experienced professional to be part of a team developing and managing IT Services across our 26 schools. The role will be focused on IT support to our primary schools and staff although some support to Secondary schools will be required as part of the team.

A relevant ICT qualification or equivalent work experience is required along with experience of finding creative solutions to IT related tasks, experience in a technical support role, including hardware/software/operations and systems including server and network experience. An understanding of networks and experience with Windows Server, Active Directory, DHCP, & DNS, and an understanding and working knowledge of PC hardware, and PC applications/operations systems such as Windows 10 is essential.

Own transport is a requirement as the successful candidate(s) will be travelling between sites within Middlesbrough, Redcar & Cleveland, Stockton, Thirsk.

Please refer to the Job Description and person specification for further information.

Application packs are available from the NPCAT website https://npcat.org.uk/current-vacancies/

Candidates should complete and return a support staff application form, a recruitment monitoring form and the rehabilitation of offenders form to:

recruitment@npcat.org.uk

For an informal discussion about the role please contact Dan Jackson – Jackson.d@npcat.org.uk

Closing Date: Wednesday 22nd April 2020

The safety and wellbeing of children and young people is central to our ethos and we expect staff and volunteers to share this commitment. Applicants will be required to supply two references, medical check, undertake an enhanced Disclosure and Barring Service (DBS) check to comply with the Safeguarding and Child Protection policies of the Trust.

POST TITLE: Trust IT Technician

RESPONSIBLE TO: Trust IT Team Leader

SALARY: Grade G, SCP 12-15 - £21,589 - £22,911

JOB PURPOSE: To support the operational delivery of the Trust's IT services support to NPCAT schools, ensuring an effective and responsive service.

Main Responsibilities

- To support the IT Team Leaders in the day to day running of the Trust's network and IT systems

- To maintain and develop the Trusts' IT resources for safe, effective use by staff and pupils

- To implement procedures and provide technical support in line with the Trust's IT support requirements

- To maintain an appropriate inventory of hardware and software licenses across the Trust.

- To investigate reported faults, support requests and to proactively take action on these requests in line with agreed service standards and KPIs.

- To support and advise pupils and staff in the appropriate use of IT.

- To support the use of the Trust's IT Help Desk system that ensures requests for work are prioritised and completed in line with agreed standards.

- To be responsible for the Trusts audio visual systems including digital signage systems

- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

- Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist IT equipment, ensuring that systems are ready for use and operating correctly

- Maintain common hardware found in each academy within the Trust; install applications and trouble shoot basic problems

- Maintain, upgrade and repair a wide range of PCs and peripherals including printing systems, network attached printers, network attached scanners, and mobile wireless devices; install complete applications

- Detect, diagnose and resolve PC, peripheral and application errors

- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software

- Perform routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies

- Updating of student user accounts and generating new accounts when necessary following the academy username policy

- Carry out basic safety checks, ensuring cabling and services do not pose a hazard

- Follow relevant H&S procedures and raise awareness among staff, pupils and others. Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use

- Record and retrieve information in the Trust's asset management database

- Work to and give guidance to others on the IT acceptable use policy

- Note risks to IT systems and suggest precautions; follow extended maintenance procedures

- Observe the Trusts backup plan, virus protection and security procedures and report problem that arise in these areas

- Ensure the correct disposal of damaged and un-repairable equipment and that the school meets its recycling duties in line with current procedures and legislation

- Proactively respond to support requests according to Trust procedures, recording detailed diagnostic information and using appropriate knowledge

base's/logs to make diagnosis and resolution

- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible

- Identify possible IT requirements and work with the IT Team Leaders to outline solutions

- Maintain stock levels of toner for departmental printers and raise purchase requisitions when required

- Work as part of a team and adopt flexible working practices

- To attend and participate in meetings within the Trust as required

- Occasional inspection of cables in floors and ceilings, lifting and transporting of moderately heavy objects, such as computers and peripherals. A substantial amount of work involving visual display units.

Safeguarding, Equality & Diversity and Health & Safety

- To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures.

- To carry out your duties with full regard to the NPCAT's Equality Policy and objectives.

- To comply with Health and Safety policies, organisations statements and procedures, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others.

   These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the COO/ICT SM may determine.

   PLEASE NOTE THAT SUCCESSFUL APPLICANTS WILL BE REQUIRED TO COMPLY WITH ALL ACADEMY TRUST POLICIES.

THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO FULL ENHANCED DISCLOSURE CHECKS BEFORE AN OFFER OF APPOINTMENT IS MADE – AND THESE WILL BE SUBJECT TO RECHECKING AS APPROPRIATE

PERSON SPECIFICATION

TRUST IT TECHNICIAN

	Criteria No.	ATTRIBUTE	Stage Identified	Criteria No.	ATTRIBUTE	Stage Identified
ESSENTIAL				**DESIRABLE**		
Qualifications & Education	E1	A relevant ICT qualification or equivalent work experience	AF, C	D1	Evidence of sustained CPD in an ICT related area	AF, C
Experience & Knowledge	E2	Some experience of finding creative solutions to ICT related tasks	AF, R, I	D2	Experience of working in a school or other public sector ICT team	AF. R, I
	E3	Some experience in a technical support role, including hardware/software/operations and systems including server and network experience	AF, R, I			

	E4	An understanding of networks and experience with Windows Server, Active Directory, DHCP, & DNS	AF, R, I			
	E5	An understanding and working knowledge of PC hardware, and PC applications/operations systems such as Windows 10.	AF, R, I			
Skills	E6	Good problem solving skills	AF, R, I			
	E7	An ability to work to deadlines	AF, R, I			
	E8	Good communication skills, both verbal and written.	AF, R, I			
Personal Attributes	E9	A willingness to work flexibly, sometimes outside of normal core hours, in response to service demands	AF, R, I			
	E10	Ability to show patience when dealing with people and situations	AF, R, I			
	E11	Ability to build and sustain effective working relationships	AF, R, I			

	E12	A willingness to develop and learn new skills	AF, R, I	D3	Ability to self-evaluate CPD needs and to seek out new learning opportunities	AF, R, I
Special Requirements	E13	Use of own transport for travel between school sites	AF, R, I			
	E14	A knowledge of safeguarding and child protection requirements	AF, R, I			

Key – Stage identified	
AF	Application Form
C	Certificates
D	Disclosure
I	Interview
R	References