Consilium Academies Recruitment Pack

ICT Support Technician

Central Team

About the Role

Job Title: ICT Support Technician

Hours: Full time, 36 hours per week.

Salary: £24,799 - £26,999 (NJC Grade 7 - Scp 19 to 23)

Do you have the drive, passion and commitment to deliver outstanding support? This is an opportunity to join a dedicated team of staff at Consilium Academies who are committed to providing the best possible education for our pupils.

We are looking to recruit an ICT Support Technican to support the use of ICT within the Academy environment through maintenance of ICT software, hardware and related equipment.

As an ICT Support Technician you will provide support to staff and pupils to ensure administration and learning outcomes are maximised. You will be responsible for the installation and maintenance of computer hardware and software in the Academy and ensure that dedicated ICT areas are maintained in good working order.

We are looking for someone with excellent interpersonal skills who can work effectively with different stakeholders within the Academy and the Trust and is committed to the delivery of excellent customer service.

Please note we do not accept CV's. Please complete the attached application form. We ask that all completed application forms are sent to HR@consilium-at.com

The closing date for applications is Friday 21st August at 9am.

Interviews will take place w/c 24th August.

Consilium Academies are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointments are made subject to an Enhanced DBS Check.

The trust is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Please note: If you have not been contacted within one week of the closing date please assume that your application has been unsuccessful on this occasion. We are unable to provide feedback on individual applications. Applications received after the closing time stated will not be considered.

About the Trust

The Consilium Mission

'Consilium Academies will provide and inclusive partnership within our Trust and with our communities, where lives are enriched by providing care, experience and opportunity, and where every student benefits from the same opportunities to succeed'

"Partnership, Opportunity and Integrity"

Consilium Academies Trust is a Multi Academy Trust of 8 schools based across 3 hubs in Salford, South Yorkshire and the North East of England.

Consilium Academies believes in inclusivity, both in the schools and communities we serve. We are committed to working with our academies to ensure that our ethos is realised on a daily basis. The lives of our young people should be enriched by care, experience and opportunity. This is achieved by;

- helping children and young people to succeed to their potential academically, socially and emotionally;

- instilling a passion for lifelong love of learning and continued improvement so that our academies, staff and students can grasp their aspirations and ambitions;

- creating a family of academies that are inclusive and embrace diversity, where all members of the community feel supported, inspired and empowered to succeed;

- ensuring that all stakeholders are seen as partners in our work within the communities we serve.

The Trust operates a small central team led by our CEO, David Clayton. The team provide direct services to our schools as well as Trust level accountability, leadership and management. We operate a strong partnership model and our partner schools are instrumental in the continual growth and development of the trust.

We are aligning systems and processes throughout our school partnership and the input from our schools alongside the central team is therefore vital. The Trust works with its schools and academies in a supportive way that does not detract from the individual identity of a school.

WE ARE PROUD TO OFFER THE FOLLOWING STAFF BENEFITS TO OUR EMPLOYEES:

- Pension with the Local Government Pension Scheme and Teachers Pension Scheme
- 33 days annual leave plus bank holidays for all support staff (pro-rated for part time employees)
- 36 hour working week for all full time support staff
- Automatic pay progression for all staff in line with their current grading structure
- Enhanced contractual sick pay in line with the Burgundy Book and Green Book
- Employee Assistance Program with access to counselling and CBT 24 hours a day 7 days a week
- Access to an Occupational Health Provider
- Free membership to Perkbox with hundreds of exclusive perks and discounts available online and in store at many shops, gyms and restaurants
- Providing excellent CPD working alongside external experts such as "Ambition"
- Providing free parking on site for all staff
- We have many new build state of the art campuses
- We are a family of academies that are inclusive and embrace diversity

Job Description

Job Title:	ICT Support Technician
Reports to:	Head of Technical Services
Grade:	£24,799 - £26,999 (Grade 7, NJC SCP 19 – 23)

Main purpose of the Role

To support the use of ICT within the Academy environment through maintenance of ICT software, hardware and related equipment.

Provide support to staff and pupils to ensure administration and learning outcomes are maximised.

Responsibilities

1. Be responsible for the installation and maintenance of computer hardware and software in the Academy

2. Maintain a comprehensive database of all support requests and manage requests in a timely manner

3. Ensure dedicated ICT areas are maintained in good working order

4. Check hardware regularly, repairing simple faults or escalating more complicated faults within the Trust's technical support team as appropriate

5. Support staff / pupils in technical aspects of ICT

6. Maintain computer files by backing up / archiving and updating/deleting information as appropriate

7. Maintain and develop network

8. Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns

9. Resolve hardware / software technical issues.

10. Provides basic ICT training when required

11. Provide bespoke ICT training for staff and pupils

12. Check and maintain stocks of ICT equipment

Corporate Responsibilities

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

- To pursue and promote the achievement and integration of diversity and equality of opportunity throughout the Trust's activities

- To plan, monitor and review health and safety within areas of personal control

- To participate in the Trust's Performance Management process and engage in continuous professional development and networking to ensure that professional skills and knowledge are up to date

- To maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues

Additional Notes

- This Job Description provides an overview of the principal accountabilities of the post and will include, but will not be limited to, those detailed. It is anticipated that the content of roles will evolve and change over time and such the balance of duties within the Job Description will change within the broad remit of the post. This Job Description does not form part of your contract of employment and will be updated from time to time in consultation with you.

- It is expected that all staff work collaboratively to share good practice, resources and ideas to realise Consilium Trust Vision and aims. All staff should act with professional integrity at all times, following the Code of Conduct.

- An Enhanced DBS Check will be requested on successful application to a position at the Trust or Academy.

Person Specification

Key Skills

Resolve technical faults and varied IT issues within the Academy.

Ability to problem solve and think creatively

Ability to work effectively with different stakeholders within the academy and the trust

Ability to manage workload effectively

Excellent customer handling and inter-personal skills, including diagnostic questioning, and the ability to deal with difficult situations

Ability to cope with change and adapt quickly to new and developing technologies

The ability to work proactively with good planning and organisation skills

Good verbal and written communication skills and ability to communicate with all stakeholder levels

Target focused

Good time management and punctuality

A flexible approach to out of hours working

A self-starter

Familiar with MS office/O365 to enable the production of reports and record keeping

Knowledge

Possess practical and procedural ICT knowledge / skills with hardware and software to support ICT teaching and learning Knowledge and skills equivalent to national qualifications level 3 and vendor qualifications for the specific hardware / software used.

Experience

Experience in a range of ICT system and software packages.

Experience supporting end user devices – PC's, iMac's, laptops, iPads etc.

Experience of maintaining and supporting networks - Windows 10, Server 2016, Exchange, Office 365, MIS Office packages, wireless technologies, cloud technologies, SCCM, MDT, school management information systems e.g. SIMS.

Qualifications

Working at or towards national occupational standards (NOS) for IT Users and knowledge / skills equivalent to current national qualifications in ICT Level 3 and / or vendor qualifications for the specific hardware / software used.