



# THE BISHOP FRASER TRUST

A CHURCH OF ENGLAND MULTI ACADEMY TRUST

## JOB DESCRIPTION

<b>Job Title:</b>	Trust IT Engineer	<b>Department/Group:</b>	IT-Services / Support Staff
<b>Level/Salary Range:</b>	Grade E SCP 11-17	<b>Reporting to:</b>	Trust IT Manager
<b>Contract term:</b>	Permanent	<b>Hours per week:</b>	37
<b>Vision Statement</b>			
<p><b><i>"To allow all children to experience 'life in all its fullness', no matter what their starting point" by:</i></b></p> <ul style="list-style-type: none"><li>• Offering a high quality, inclusive and distinctive education</li><li>• A caring and nurturing environment based on our Christian values</li><li>• Recognising the unique nature of each child.</li></ul>			
<b>Main Objectives of Role:</b>			
<ul style="list-style-type: none"><li>• To support the Trust IT Manager and Team to meet students' academic, pastoral, and other needs by improving the quality of teaching and learning, thereby helping all students achieve their full potential by ensuring the availability of a fully operational IT network throughout the trust estate.</li><li>• To provide first-contact and second-level user support via the service desk, including remote assistance, assessing and diagnosing reported incidents.</li><li>• To assist staff and students in resolving problems with hardware and software to ensure that students can maximise the use of available IT equipment and systems, thereby maximising their understanding of the range of learning opportunities and the quality of work.</li><li>• Install, maintain, and upgrade the software to enable all students and staff to use all available IT equipment and systems fully.</li><li>• To carry out repairs to hardware within own ability, to arrange other maintenance, to ensure maximum availability and cost-effectiveness of all IT equipment in the school.</li><li>• To ensure the efficient management of IT systems throughout the school by following agreed procedures and policies and complying with Data Protection regulations to minimise potential data loss.</li><li>• To be to commute and support trust IT estates when required.</li></ul>			
<b>Job Description:</b>			
<ul style="list-style-type: none"><li>• To promote IT and AV, providing technical support to departments, schools, and trust-wide events. This includes the setting up, operating, and dismantling of IT and AV equipment, including but not limited to PCs, printers, screens, projectors, and other hardware.</li><li>• To help prioritise help desk jobs within the IT Team, answering telephone support calls and fulfilling help desk requests across the trust estate. Alongside helping to maintain a trust-wide helpdesk, be proactive in resolving issues across the IT estate.</li><li>• To support end users with help and advice. Support staff and students with hardware and software problems arising from using IT equipment within the classroom and across the schools and central trust team.</li><li>• To manage stock, purchase and replace ICT consumables in line with processes and policies set out within the trust IT team.</li><li>• To help with installing, upgrading, configuring, testing, and maintaining hardware and software, including operating systems, end-user devices, CCTV, telephone, and door access systems. Also, information management and data systems.</li><li>• To proactively monitor and maintain computer systems across the trust IT estate.</li><li>• General housekeeping including, but not limited to, the creation and archiving of system user accounts, asset management, and proactive maintenance of computer suites and hardware.</li><li>• Liaising with outside organisations for faults/repairs of hardware/software under warranty and/or part of a service level agreement.</li><li>• Production and updating of technical manuals, user guides and equipment inventories.</li><li>• Auditing, testing, branding, and logging of new hardware/software on arrival in the network inventory.</li><li>• Ensuring a clean and tidy work environment in compliance with health and safety laws.</li><li>• Communication with the trust IT Manager to illustrate progress and issues regarding IT support.</li><li>• To assist the IT department by performing other tasks as instructed by the Trust IT Manager.</li></ul>			

- To maintain personal and professional development to meet the changing demands of the team. To be prepared to attend training courses as and when required. Classes may be held away from your usual place of work.
- To adhere to all Health and Safety policies, practices and procedures and bring to the immediate attention of the Trust IT Manager any activity or occurrence which may prove a danger to yourself or others.

Whilst every effort has been made to explain the primary duties and responsibilities for the post, each task undertaken may need to be identified, especially in the context of a growing trust which requires flexibility in all its employees.

This job description is current at the date shown but, in consultation with the post holder, may be changed by the Trust to reflect or anticipate changes commensurate with the grade and job title.

As with all roles at The Bishop Fraser Trust, protocols and policies must be followed to protect the data subject's personal information.

#### **General Responsibilities**

- Work collaboratively with a range of internal and external partners, demonstrating a positive 'can do' attitude and working as one team for the wider 'team BFT'
- Flexibility with working hours on occasion beyond the usual working day, recognising the variable nature of workloads and deadlines. It must also be noted that the Trust strongly recognises the fundamental importance of a private and family life, and of adequate rest and recreation.
- Seek to be positive and build up the common good through their own individual contribution to the life of their school
- Offer ideas and suggestions for making things better
- Engage actively in the appraisal and performance review process
- Seek to develop a better work/life balance
- Appreciate that whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified in this job description
- Work within the Trust and individual school's Health & Safety Policies to ensure a safe working environment for all staff and pupils.
- Follow any reasonable request to undertake work of a similar level that is not specified in this job description.
- Be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Promote equality and celebrate diversity, seeking to reduce disadvantage, and to encourage aspirations and participation from people who might not otherwise join in.

If appointed, the successful applicant must be aware that the principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required.

This job description is current at the date shown, but following consultation with you, may be changed to reflect or anticipate changes in the job which are commensurate with the salary and job title. It allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out. The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of employment.

#### **Safer Recruitment Statement**

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

#### **All staff employed by the Bishop Fraser Trust are expected to:**

- uphold and promote the Trust's vision
- uphold and promote the Christian ethos of all schools in the Trust
- support and contribute to the achievement of all students academically and pastorally
- support and contribute to the Trust's responsibility for safeguarding all students
- undertake professional training to enhance personal development and job performance;
- Comply with all Trust and individual school policies and procedures including safeguarding, child protection, health, safety and security, confidentiality and data protection
- maintain high professional standards of attendance, punctuality, appearance, conduct and positive relationships with all pupils, parents/carers, colleagues, governors, trustees and members; treating everyone with dignity and respect
- share best practice, expertise and skills with others
- Seek to be positive and build up the common good through their own individual contribution to the life of their school
- Offer ideas and suggestions for making things better
- Engage actively in the appraisal and performance review process

- Seek to develop a better work/life balance
- Appreciate that whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified in this job description
- Work within the Trust and individual school's Health & Safety Policies to ensure a safe working environment for all staff and pupils.
- Follow any reasonable request from the Headteacher or SLT to undertake work of a similar level that is not specified in this job description.
- Be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Promote equality and celebrate diversity, seeking to reduce disadvantage, and to encourage aspirations and participation from people who might not otherwise join in.

This job description is current at the date shown, but following consultation with you, may be changed by the Headteacher or SLT to reflect or anticipate changes in the job which are commensurate with the salary and job title. It allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out. The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of employment.

**Last Updated:**



## PERSON SPECIFICATION

	Trust IT Engineer - CRITERIA	Essential / Desirable
<b>Work related circumstances – professional values and practices of The Bishop Fraser Trust</b>	High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements	E
	Ability to build and maintain successful relationships with students, treat them consistently, with respect and consideration and demonstrate concern for their development as learners	E
	Commitment to the Trust's Christian ethos and educational purpose, demonstrating and promoting the positive values, attitudes and behaviour they expect from the students with whom they work	E
	Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice	E
	Able to liaise sensitively and effectively with parents and carers recognising their role in student learning	E
	Able to improve their own practice through evaluations and discussion with colleagues.	E
	Flexible with an ability to be able to embrace and generate change	E
<b>Personal Qualities</b>	Self-motivated and personally resilient	E
	High levels of personal integrity, discretion, honesty, reliability and self-awareness	E
	Conscientious and diligent work ethic	E
	High standard of personal presentation with an excellent attendance and time-keeping record	E
	Exacting standards, with high levels of attention to detail and accuracy	E
	Patience, kindness and understanding	E
<b>Professional Dispositions</b>	Pro-active in using initiative	E
	The ability to meet and greet visitors, staff and students warmly, confidently and professionally, focussed on meeting customer needs and satisfaction	E
	Maintains a positive outlook at work	E
	Willingness to take a hands-on approach as necessary	E
	Flexibility, on occasions and within reason, in approach to working hours	E
<b>Qualifications</b>	Good standards for literacy and numeracy GCSE Grade C in Maths and English or equivalent (Level 2).	E
	Relevant IT Level 3 qualification (e.g., CompTIA A+ / NVQ) or higher.	E
	Current IT vendor certification or ability to demonstrate equivalent experience.	D
	Willingness to complete appropriate training and professional development.	E
	An awareness and ability to work within the rules of relevant policies, legislation and good practice relating to schools, particularly Data Protection, Child Protection and Safeguarding	E
<b>Experience Skills and Knowledge</b>	Track record of IT operational service delivery to demanding customers.	E
	Experience working within IT in an education setting or, at minimum, in a highly customer-focused environment.	D
	A solid technical understanding of ICT systems with the ability to diagnose and resolve technical errors.	E
	Ability to provide advice and guidance to users in their use of ICT equipment.	E
	Proven knowledge of network systems, their installation and maintenance and adaptation.	E
	Up-to-date knowledge of IT standards/protocols and legislation, including GDPR.	E
	The ability to communicate well, work independently or as a team member, and have effective working relationships at all levels.	E
	Strong fault-finding skills and ability to propose effective solutions.	E
	Practical problems solving skills with the ability to install, test and maintain hardware and software for networks and stand-alone use.	E

	Trust IT Engineer - CRITERIA	Essential / Desirable
	The ability to manage maintenance and repair procedures.	E
	Proven knowledge and experience of Microsoft Windows workstation & server environments.	E
	1st and 2nd line configuration and maintenance of Microsoft 365 services.	E
	1st and 2nd line configuration and maintenance of MIS, classroom management software and devices.	E
	Proven knowledge and experience in Active Directory and Group Policy administration.	D
	Skills in modern network infrastructure devices, including routers, managed switches, and current cabling standards.	E
	Developing and maintaining IP Telephony (VOIP), Video Conferencing hardware and software.	D
	Experience in maintaining photocopying and print management services, hardware, and software.	D
	Knowledge of Wi-Fi technology systems and services, including authentication standards such as Radius and 802.1X	D
	Understanding of scripting languages.	D
	Understanding of Helpdesk ticket management systems.	E
	From time to time, you may be expected to work outside normal hours to participate in duties that are otherwise not indicated in your job description. E.g., supporting Open Evenings and other out-of-hours school events as and when required or performing routine system upgrades and general maintenance.	E
	The role may require some manual handling of bulky and moderately heavy items.	E
	This post is based across the trust, and there may be a requirement for you to work at any of our trust schools as required.	E
<b>Safeguarding of Children and Young People</b>	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	E