



**GREAT
HEIGHTS**
ACADEMY TRUST

Achieving excellence together

ICT Engineer

CANDIDATE INFORMATION PACK



Our Trust Vision

Our Trust vision has school improvement at its heart that will benefit all children in Trust schools.

We aim to

- ✓ Develop an effective partnership of schools that share a commitment to raising standards.
- ✓ Strengthen the partnership by valuing the uniqueness of each school and expecting all schools to contribute.
- ✓ Foster relationships based on mutual respect with a balance of autonomy and accountability.
- ✓ Share expertise – both best practice and best practitioners.
- ✓ Develop all teachers and leaders through effective professional development.
- ✓ This Trust vision drives both our School Improvement Strategy and our Strategy for Growth.

Our Vision and Values Statement

The Great Heights Academy Trust strives to always provide an inspirational, positive and welcoming environment where there is a sense of pride and fun and where everyone works together with confidence, enthusiasm and mutual respect. We aim to nurture academic, personal, spiritual and social development in a caring and professional manner so that all achieve their full potential and all can reach GREAT heights.

Current Trust Academies and Designations



GREAT HEIGHTS
ACADEMY TRUST
Achieving excellence together



MARSDEN
JUNIOR SCHOOL



NIELDS
ACADEMY



BOWLING GREEN
ACADEMY



RAYNVILLE
ACADEMY



THE GREETLAND
ACADEMY



CARLINGHOW
ACADEMY



THE MIRFIELD
FREE GRAMMAR



COLNE VALLEY
HIGH SCHOOL



WEST VALE
ACADEMY



English Hubs
Teamworks English Hub
© The Greetland Academy



Great Heights
Research School
West Yorkshire
Supported by the Education Endowment Foundation



AA Teamworks
WEST YORKSHIRE SCITT

Our mantra across our partnerships embraces the following themes:

G

Great teaching and learning opportunities for all in the partnership

R

Real life opportunities to develop an understanding of the wider world

E

Enthuse a love of learning and mutual respect

A

Academic development to nurture potential for all

T

Thorough accountability

GHAT has access to a wide support network through our designations. These offer support to all of our schools.



▶ ICT Engineer

Achieving excellence together

Position:	ICT Engineer
Department:	ICT
Responsible to:	IT Infrastructure Manager
Responsible for:	Assisting in the support of the IT infrastructure within the Trust

Prime Objectives of the Post

1. To assist in the support, management and development of the IT infrastructure within The Trust.
2. Contribute to the Continual Service Improvement of IT Support Services
3. To provide day-to-day maintenance and support in the use of computer facilities within The Academy to support staff, students and the curriculum.

Statutory Requirements

- It is aligned to the Local Government Terms and Conditions, set out in the statutory guidance.

Membership of the Trust

- To be an ambassador for the developing MAT, ensuring both internal and external colleagues are aware of the vision, culture, and ethos within the trust.
- To contribute to the delivery of the MAT school improvement offer and subsequent gains of being in Great Heights Academy Trust.
- To ensure all trust systems, processes and procedures are adhered to as requested from the Trust post holders.

Main Duties and Responsibilities

Support, Administration and Service Improvement

- To undertake repairs, replacement of IT and multi-media equipment, including liaison with external suppliers.
- To assist in receiving and checking deliveries and associated invoices to allow for payment by the Academies' Finance Teams.
- To assist in maintaining records and systems used by the Academies to ensure relevant and accurate information is kept. Including, but not limited to, asset registers, stock control and software licensing systems.
- Provide support and guidance to facilitate effective use of IT.
- To manage and support managed print services and the print software (currently PaperCut).
- Attendance at appropriate meetings which require input relating to aspects of IT support, services, projects and security.



- Escalate IT issues to the relevant person where necessary, in a timely manner to minimise downtime or disruption.
- Provide support on the creation of digital content for the Academies website, digital signage and any other systems as required.

Server Installation, Management & Maintenance

- To assist with the daily running of the Academy servers and Active Directory services.
- To assist the carrying out of updates to, and maintenance of servers.
- Assist in ensuring backup systems are fully functional and data integrity is maintained, carrying out data restores as required.
- Providing support and guidance on the secure and efficient use of data storage.
- To assist in the development and commissioning of new servers and server applications.
- To assist in supporting and developing the virtualisation of Academy based systems.
- To support the use of Academy applications including VLEs, MIS and Finance software (currently Foldr, Arbor and PS Financials/Access).

Network Installation, Management and Maintenance

- To assist in supporting use of the Academies' network Switches, Controllers, Vlans, Filtering and Firewalls on the wired and wireless local area networks.
- To assist in helping support the Academy's email, Internet and VOIP systems.
- To help provide support on the use of the Academy's remote access solutions, including but not limited to, Sophos VPN & Foldr.
- To report any network installation requirements to the Trust IT Infrastructure Manager.

End Point Installation, Management and Maintenance

- To assist in the install and support of PCs, printers and miscellaneous peripherals.
- To assist in the install, configure and upgrade application software.
- To provide first line support for application, software and hardware problem solving.
- To assist in monitoring student use of the network, identifying and reporting any misuse to the IT Infrastructure Manager.



- To carry out daily maintenance routines.
- To assist in the set up and maintenance of users accounts and security permissions on all systems.
- To assist in the management of the Academies' anti-virus and security software.
- To assist in supporting the effective and secure deployment of applications, operating systems and updates across the network.

Health and Safety

- To carry out routine Health and Safety checks on IT and multi-media equipment, reporting any problems to relevant senior manager.
- To ensure that you take care of your own Health and Safety and that of your colleagues in line with the Academy's Health and Safety policy.

Miscellaneous

- To undertake any other duties as may reasonably be required.
- To work with the Trust IT Infrastructure Manager and onsite IT staff to foster ties between all schools in the Trust, sharing best practices and effective support tools.
- To work at other Trust academies to support the IT teams in exceptional circumstances.
- To keep up to date with technological developments, reporting to the Trust IT Infrastructure Manager on a regular basis and assisting in the implementation of those which would benefit the Academies.
- To play a full part in the life of the Trusts community supporting its distinctive mission and ethos actively promoting its policies and practices.
- To be involved in setting up and liaising with staff for Open evenings, Parents evenings and similar events.
- An expectation to support after school events and activities, such as Parents Evening and Open Evenings.
- To work as a member of a designated team and contribute positively to effective working relations within the Academy by attending all appropriate meetings.
- To engage actively in the Performance Management Review process.
- To participate in the Academy Staff Development Programme by attending INSET, meetings and opportunities for further training and professional development as outlined in your Performance Review and whole school training plan.
- To carry out your duties in accordance with the Academy Equal Opportunities Policy.



- To work as a member of a designated team and contribute positively to effective working relations within the Trust by attending all appropriate meetings.

Safeguarding

As part of your wider duties and responsibilities you are required to promote and actively support the Trust's responsibilities and policies towards safeguarding and promoting the welfare of children, young people and vulnerable adults.

General

To uphold the Nolan Principals of public life.

To take part in any CPD activities appropriate to the role.

To support the development of initiatives and policies such as data protection, equality policy, safeguarding, health and safety.

To undertake any other professional duties as required by the CEO/IT Infrastructure Manager

This job description is not intended to be comprehensive and the job holder may be asked to perform other duties commensurate with the post as directed, to meet the needs of the Trust.

**Person Specification: ICT Engineer****Key to identification:** A = Application I = Interview R = Reference

Education and Training	Essential	Desirable	A/I/R
ICT NVQ level 3.	✓		A/I/R
Computing or IT Degree.		✓	A/I/R
Experience	Essential	Desirable	A/I/R
At least 2 years of experience in delivery of ICT support.	✓		A/I
At least 2 years of experience and knowledge of computer software and hardware technologies.		✓	A/I
Hardware and software installation and maintenance.	✓		A/I
Adminstrating Microsoft Desktop Operating Systems	✓		A/I
Experience of VLEs	✓		A/I
Support and maintenance ICT Systems infrastructure (e.g. desktops, laptops, Apple Macs etc.)	✓		A/I
Providing both hardware and software support to users.	✓		A/I
Performing PC hardware repairs and upgrades.	✓		A/I
Diagnosing and resolving PC, peripheral and application errors	✓		A/I
Management of smart boards, projectors, printers, interactive displays & AV equipment	✓		A/I
Liaison with external suppliers.	✓		
Adminstrating Computer Networks (Wired and Wireless).	✓		
Skills	Essential	Desirable	A/I/R
Excellent spoken, written and verbal skills with an eye for detail, design and attention to detail.	✓		A/I
Able to create and maintain operational manuals and produce reports.	✓		A/I
Able to produce reports.	✓		A/I



Ability to work independently and, at the same time, understand the value of teamwork and the overall strategy of the department, for the benefit of young people.	✓		A/I
Excellent customer facing skills and the ability to communicate clearly at all levels.	✓		A/I
Ability to take initiative and work proactively to provide solutions to unexpected problems and situations.	✓		A/I
Ability to plan and prioritise own workload, act on own initiative and manage conflicting demands, with minimum supervision.	✓		A/I
Ability to handle considerable levels of work related pressure from meeting deadlines, system interruptions or conflicting demands.	✓		
Personal Qualities	Essential	Desirable	A/I/R
Able to quickly establish positive working relationships with students, staff and a wide range of people from within and outside the school.	✓		A/I
Ability to handle difficult situations with sensitivity, confidentiality and discretion always, combined with a calm personality, a practical approach and sound judgement.	✓		A/I
Ability to be a good role model to young people – demonstrate and promote positive values, attitudes and behaviour	✓		A/I
Additional Requirements	Essential	Desirable	A/I/R
Ability to lift and carry, moving computer equipment on a regular basis.	✓		A/I
Ability to occasionally work in awkward positions, (e.g. under desks).	✓		A/I



► Reasons to work at Great Heights Academy Trust



A fantastic team

A highly skilled, loyal and supportive team of staff and senior leaders.



Professional development

Bespoke professional development to ensure that you as an employee, 'reach great heights'.



Career Opportunities

Career opportunities across the MAT.



Cycle to work scheme

Tax free cycle scheme.



Holiday package

The Trust provides staff with a generous holiday entitlement.



Pension scheme

Contributory pension through West Yorkshire Pension Fund/Teachers' Pensions.

