



LEARNING
ACADEMIES TRUST

**FIELD IT
TECHNICIAN
RECRUITMENT
PACK**

BELIEVE YOU CAN, TOGETHER WE WILL

www.learningat.uk 01752 914160 @ hr@learningat.uk

About the Learning Academies Trust

The Learning Academies Trust was originally formed by three Plymouth primary schools in November 2016 and has grown from there. In terms of pupil numbers, the Trust is now the largest primary school MAT, or Multi Academy Trust in the city of Plymouth.

The Learning Academies Trust is a family of schools dedicated to delivering outstanding education to all our children, whatever their starting point or background. Our Trust's mission is:

Together we will... work with our children, families, and communities to provide exceptional learning opportunities for all our children

All of our schools are committed to the following values:

Aspiration Excellence Collaboration Inclusivity Kindness Respect



We know that with great leadership, inspirational teaching, caring pastoral support and hard work, every child in every one of our schools can succeed. By joining our Trust, you will become part of an inspiring group of people, committed to shaping a great future for our city's children.

The Learning Academies Trust is comprised of 18 Primary Schools across the city of Plymouth and delivers exceptional education to approximately 5000 children and employs over 900 members of staff. Each school has a unique identity and set of values but are joined together in their aspirations for their communities. For more information about the Trust, our schools and what we do, check out our website www.learningat.uk

A message from our Chair of the Trust Board...



Mr John Butcher

Thank you for showing interest in joining the Learning Academies Trust. We are proud of our achievements to date and our recognition as a truly collaborative and united partnership of Plymouth primary schools. It is our aim to support our schools with expert advice from a central team of experts covering estates, IT, finance and HR. Furthermore, our school improvement offer demonstrates a shared, supportive understanding of curriculum delivery that meets the needs of our young people.

The LAT believes that strong communication between the strategic direction provided by the Trust Board and its local governing bodies is also significant in establishing a coherent and shared vision with common values embedded in our practice. I truly hope you will want to explore this exciting professional opportunity and we would be delighted to share our offer with you during the application process.

A message from our CEO...



Mr Simon Spry

This is an exciting time to be considering a career with us at the Learning Academies Trust. As a Primary phase family of local schools, we have high expectations to deliver the very best for our children.

If you are passionate about working with us and the children in our schools, we'd love to hear from you. Information about the role and the school you are applying for are detailed in this pack and for wider Trust wide news and information, please check out our website or Twitter feed @learningatceo.

If you would like any further information or a conversation about the Trust, then there is no better way than to do this in person.

Please contact our Trust HR Team to arrange a time to talk hr@learningat.uk

About Learning Academies Trust

CEO: Mr Simon Spry

Location: Salisbury Road, St Judes, Plymouth, PL4 8QZ

Approximate number of pupils: 5000

Approximate number of staff: 900

Field IT Technician Job Description

Job Title	Field IT Technician
Location	Multiple school sites. Main office at Salisbury Road Primary School
Responsible to	IT Service Manager
Job Type	Temporary (until 31 st August 2025)
Salary FTE	NJC Grade E
Actual Annual Salary	£27,803.00 - £30,296.00 (Depending on Experience)
Hours/weeks	37 Hours per week / 52 Weeks per year
Closing Date	9am, Friday 10 th May 24
Interview Date	Wednesday 15 th May 24
Start Date	As soon as possible

About our ICT vision

Learning Academies Trust is comprised of eighteen primary schools across the city of Plymouth and delivers exceptional education to approximately 5500 children and employs over 1000 members of staff. You will join our specialist centralised ICT team to support and deliver a continuous programme of improvements and modernisation across all schools.

We pride ourselves on delivering modern technologies to provide an enriching environment for our staff and pupils to thrive. We would encourage you to read about our central service and IT development strategy using the links below:

IT Service: <https://www.learningat.uk/ict> IT Strategy: <https://link.learningat.uk/ictstrategy>

Job overview

We are looking for a friendly and confident individual excited to join our team to provide technical support and make a positive impact on how we utilise technology in education to provide an enriching, collaborative, secure, and compliant environment for our schools.

The role provides a varied, complex, challenging, and rewarding working environment and within your role you will be representing our team across the organisation to deliver our support services both remotely and out in the field. Our central team are dedicated to providing a high-quality and professional service for our schools and you will be working with a friendly and supportive team that requires cooperation, trust, and integrity.

This job description outlines the duties required of this post to indicate the level of commitment and responsibilities expected. It is not a comprehensive or exclusive list and duties may be varied from time to time which does not change the general character of the job or the level of responsibility.

Key Roles and Responsibilities

General duties

- Provide technical support for issues raised via our service desk, ensuring all incidents and requests are appropriately logged, prioritised, and actioned.
- Collaborate with other technicians to resolve all incidents, requests, and outstanding project work. Where necessary this will include visiting schools to complete tasks.
- Monitor and resolve technical issues and identify solutions to that can improve the efficiency, productivity and reliability of our infrastructure and services.
- Follow the appropriate change management procedure and assist with the delivery of communication, training, and additional support when required.
- Follow our processes to record and maintain technical documentation, support articles, and other information assets.

Technical duties

- Maintain and support our infrastructure and services across all sites in our trust. This will include both remote and onsite technical support and project work.
- Proactively respond to alerts presented from our technical systems including system logs, service health pages, security systems, and our PRTG monitoring tool.
- Help to improve the cyber security of our infrastructure and services and escalate any identified risks.
- Participate in any required duties of set out in our Cyber Incident Response Plan.

Other responsibilities

- Uphold trust policies, routines, and codes of conduct as set out in the staff handbook or other documentation made available to staff.
- Maintain confidentiality according to organisation and legal requirements.
- Maintain high professional standards of attendance, punctuality, appearance, conduct, and positive, courteous relations with students, parents, and colleagues.
- Occasionally participate in manual handling activities to facilitate various IT tasks.
- Show a willingness to undertake training and professional development either in-house or externally.

Additional information

- You are required to uphold and promote the school’s policy on Data Protection and GDPR, to be mindful of their responsibilities under the act/s in processing personal data and of the implications of unauthorised disclosure.
- As part of the wider duties and responsibilities, you are expected to promote and actively support the Trust’s responsibilities towards safeguarding.
- This post is subject to an Enhanced Disclosure and Barring Service Check for Regulated activity.
- You must hold a full valid UK driving license, have access to your own vehicle for travel between schools to provide technical support. Milage claims between sites will be paid.

Person Specification

Job Title	Field IT Technician
Location	Main office at Salisbury Road Primary School Multiple school sites.
Grade	NJC Grade E (£27,803.00 - £30,296.00)

Attributes	Essential Criteria	Desirable Criteria
Education, training, and qualifications	A minimum of Grade C in GCSE Maths and English or equivalent qualification	ITIL foundation or higher qualification. CompTIA A+, Network+, and/or Security+. A-level, NVQ, or degree level qualification(s) relevant to the role of IT Technician.
Skills and abilities	Excellent interpersonal skills and ability to communicate effectively with colleagues and students in verbal and written formats. Excellent analytical ability and problem-solving skills. Methodical approach to work with high attention to detail.	

	<p>Excellent organisational skills enabling planning, prioritising, and delivering of work to deadlines.</p> <p>Ability to work using your own initiative and to prioritise workload.</p> <p>Ability to work under pressure.</p>	
Experience and knowledge	<p>Experience providing technical support or customer support.</p> <p>An understanding of technical infrastructure and services.</p> <p>Knowledge of a procedures such as GDPR, health and safety, basic cyber security etc.</p>	<p>Previous experience in an education or public sector setting.</p> <p>Experience to analyse, monitor, evaluate, and make recommendations on technical information.</p>
Technical skills	<p>Microsoft 365 environment</p> <p>Active Directory, Exchange.</p> <p>Sharepoint & OneDrive</p> <p>Windows, iOS, MacOS, ChromeOS</p> <p>Hardware repair</p>	<p>Networking equipment and services: firewalls, routers, switches, proxies.</p> <p>Microsoft Endpoint Manager (Intune)</p> <p>VoIP/SIP telephony solutions</p> <p>PaperCut & Print management</p>
Core qualities	<p>High levels of personal and professional integrity and the ability to exercise discretion and confidentiality.</p> <p>Self-motivated, positive, enthusiastic, and energetic approach to working, with a can-do attitude.</p> <p>Adaptable and flexible to change in a large organization.</p> <p>Committed to professional development and show a willingness to undertake any appropriate training.</p>	

	Committed to the Learning Academies Trust's ethos.	
Other requirements	Must hold a full valid UK driving license, have access to your own vehicle for travel between schools.	

Working for our Trust

By working within our Trust, you will be part of a team of people who want to make a difference in the lives of the children and communities we serve. Whether you are joining us in a teaching capacity or a support service position, you will become vital in helping to shape the futures of the next generation for our city.

The Learning Academies Trust strives to be an employer of choice in the southwest. We are committed to developing our employees to their full potential and take great pride in the availability of learning and development resources for our staff. From training days to an extensive package of e-learning courses, you will have a wealth of opportunities available to develop your skills and experience.

Employee benefits



In January 2020, the Learning Academies Trust became the first education employer in Plymouth to achieve the Livewell Southwest Wellbeing at Work Bronze Award. The Trust is committed to supporting the wellbeing of all staff and is proud to work closely with official bodies to ensure we have a holistic approach to staff wellbeing.

As a Learning Academies Trust employee, you will have access to a growing list of benefits to support you both professionally and personally. Our benefit package includes:

- Free counselling services for personal or professional support
- Cycle Scheme
- Employee Newsletter
- Regular recognition awards
- DSE Eyecare scheme
- iHASCO online training courses
- Annual flu vaccination
- Annual health check
- Discounted gym membership

How to apply

If you believe you can demonstrate the dedication, skills and passion required, we look forward to receiving your application. Please click the link to submit your application form. Please note – we do not accept CVs. Completed applications should be submitted prior to the closing date.

Please note, the closing date is for guidance only. Successful applicants will be invited to interview at the earliest available opportunity. Learning Academies Trust reserves the right to close the vacancy early if a suitable candidate is found.

With 18 schools, we are regularly looking for passionate people to join our teams. If there are no vacancies currently, but you would like to register your interest for future vacancies, please join our talent pool and we will be in touch as soon as we have a suitable position.