COCKBURN
MULTI-ACADEMY TRUST
TRANSFORMATION TO EXCELLENCE

Working in the Spirit of partnership

We're
Hiring

Recruitment Booklet

IT Technician

COCKBURN SCHOOL
Specialist status in the Performing Arts
Learning for Life

COCKBURN JOHN CHARLES ACADEMY
Learning for Life

COCKBURN LAURENCE CALVERT ACADEMY
Learning for Life

FOOTSTEPS to success

COCKBURN HAIGH ROAD ACADEMY

MIDDLETON PRIMARY SCHOOL

COCKBURN REACH ACADEMY
Learning for Life

✓ **MINDFUL EMPLOYER**

<u>Job Description - IT Technician</u>

Accountable to: **Head of IT**

Overall Purpose of the Post:
To provide technical support services to trust schools, their staff and students. Proactively maintaining IT systems and resources to ensure they meet the requirements of the trust.

Main Duties & Responsibilities:

- Provide technical support to staff and students.
- Troubleshooting hardware and software issues.
- Support staff with the use of classroom AV equipment and other classroom technology.
- Testing, deploying and configuring software and hardware.
- Monitor the efficiency and functionality of the trust's IT network and resources.
- Administer Active Directory Users and Computers, including managing user accounts and group membership.
- Administer Microsoft 365, user and group management, Exchange Online and MS Teams.
- Administer, support and monitor trust IT systems such as Anti-Virus, email security, MDM, VLE and CCTV.
- Carry out pro-active checks on IT systems and services including Infrastructure hardware, backups and patch management.
- Liaise with suppliers and external support providers.
- Work across multiple trust schools.
- Advise the Head of IT and IT Manager on stock requirements.
- Maintain computer peripheral equipment such as printers, scanners, whiteboards, projectors and visualisers.
- Administer and support hosted VoIP system.
- Maintain and update IT documentation and the Asset management system.
- Maintain specialist equipment, check for quality/safety, undertake specialist repairs/modifications within own capabilities and arrange for other repairs/modifications to be carried out.
- Be responsible for maintaining records, information and data, producing analysis and reports as required.
- Follow the health and safety policy.
- Maintain the confidential nature of information relating to the school, its students, parents/carers.
- Be responsible for the care of all equipment and materials, within the classroom/designated area of the school in conjunction with other members of staff
- Demonstrate and assist in the safe and effective use of specialist equipment/materials
- Provide support on the school's Management Information System
- Assist with the production of user-friendly IT help guides

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure all students have equal access to opportunities to learn and develop
- Contribute to the overall ethos/work/aims of the school
- Ensure compliance with Data Protection legislation
- Participate in training and other learning activities and performance development as required

Person Specification

Detailed below are the types of skills, experience and knowledge that are required of applicants applying for the post. The 'Essential Requirements' indicate the minimum requirements and applicants lacking these attributed will not be considered for the post. The points detailed under 'Desirable Requirements' are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

Qualifications	Essential	Desirable	MOA
Grade C or above in GCSE English or Level 2 Functional Skills in English/Maths	*		A/Q
A degree or equivalent		*	A/Q
Have a networking or computer engineering qualification at HND or higher		*	A/Q
KNOWLEDGE/SKILLS	**Essential**	**Desirable**	**MOA**
Have a working knowledge of network systems, their installation and maintenance and adaptation	*		A/R
Have knowledge and experience of Windows 10/11 & Server 2019 to 2025	*		A/R
Have knowledge and experience of Server Virtualisation and Clustering in Hyper-V		*	A/R
Have knowledge and experience of Apple OS X, IOS and Mobile Device Management		*	A/R
Have knowledge and understanding of networking principles		*	A/R
High level of communication and interpersonal skills	*		A/R
Have good fault-finding skills and is an excellent problem-solver	*		A/R
Can demonstrate good working practices in relation to the handling of ICT equipment	*		A/R
Ability to work creatively with colleagues to deliver agreed outcomes and contribute effectively to team working	*		A/R
Flexible and adaptable approach	*		A/R
Have initiative and can work independently without excessive supervision	*		A/R

	ESSENTIAL	DESIRABLE	MOA
Have an understanding of when to consult, make decisions and defer to others	*		A/R
Have the ability to communicate effectively to a range of different people	*		A/R
Will plan, organise, prioritise and manage their own personal time effectively	*		A/R
Have a positive commitment to organisational principles	*		A/R
Understanding of health & safety issues and good practice	*		A/R
Ability to work effectively with young people as individuals and in groups		*	A/R
EXPERIENCE	**ESSENTIAL**	**DESIRABLE**	**MOA**
Have appropriate experience in the installation, maintenance and repair of ICT equipment in a small or medium-sized organisation	*		A/R
Experience of working within an educational establishment		*	A/R
Experience of working with young people		*	A/R
PERSONAL QUALITIES	**Essential**	**Desirable**	**MOA**
A commitment to your own professional development	*		A/S
Ability to respect confidentiality	*		A/S
An open, honest and transparent approach	*		A/S
Be a strong, reliable dependable person, consistent in approach but maintaining a sense of humour		*	A/S

Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa. If you do not have the right to work in the UK and the role does not meet eligibility for sponsorship, please consider carefully whether you meet the eligibility to apply for this position.

This role is subject to a six-month probationary period and satisfactory enhanced DBS check. As one organisation Cockburn Multi-academy Trust expects all its employees to work across any academy within the trust as and when required.

METHOD OF ASSESSMENT (MOA)	A =	Application Form
	Q =	Qualification
	R =	References
	S =	Selection Process

COCKBURN
CAREER PATHWAYS

What job roles am I interested in?

Pastoral
Safeguarding Officer, Family Support Worker, Early Intervention Therapeutic Worker, Attendance Outreach Worker, Outreach Co-ordinator, Early Intervention Worker Assistant SENCO, Head of Year

Facilities
Cleaner, Cleaning Supervisor, Caretaker, Caretaker, Site Manager, Premises Assistant, General Kitchen Assistant, Senior Catering Assistant, Catering Supervisor, Catering Manager

Data/technical support
Reprographics, Data Assistant, Data Manager, Trust Data and MIS Officer, IT Technician, Senior IT Technician, IT Manager

Operational
Receptionist, Administrator, Office Manager, School Business Manager, Personal Assistant to Head of School/ Executive Headteacher, Exams Officer, Finance Assistant, Finance Officer, Trainee Accountant, Finance Manager, HR Manager, Head of HR, Deputy Chief Operating Officer, Chief Operating Officer

Classroom support
Midday Supervisor, Before/After School Club Assistant, Playworker, Nursery Assistant Child and Family Practitioner Behaviour & Learning Inclusion Practitioner, Teaching Assistant, Learning Mentor, Cover Supervisor, HLTA, DT/Art/Food/Science Technician LRC Coordinator

Routes into teaching
QTS, QTLS, PGCE, SCITT, School Direct Teach First, Teaching Apprenticeship, Straight to Teaching

What career path should I take?

Ongoing training and development
PDD Days, annual updates, staff briefings, departmental specific training, away days

What qualifications do I need to reach my goal?
GCSES, A Levels, NVQs, diploma, foundation degree, PGCE, QTS, ECT, Level 3 TA, CIPD, accountancy, H&S, NEBOSH, computing and IT, apprenticeship

Annual appraisal
CPD, training and development, career aspiration conversations, succession planning

Training for new starters...
Staff induction, statutory training including child protection and safeguarding, online safety, data protection, school policies, behaviour management

What internal training may there be available?
Shadowing, acting up, secondments, mentor support, volunteering, associate roles

How do I find out more about job roles?
Job adverts/website, line manager, careers officer, departmental heads, teacher training lead, HR

Smart clinic resources
Self-care and personal development

National College resources
Teaching and learning, pedagogy. SEND, admin, finance, staffing, recruitment, facilities, H&S
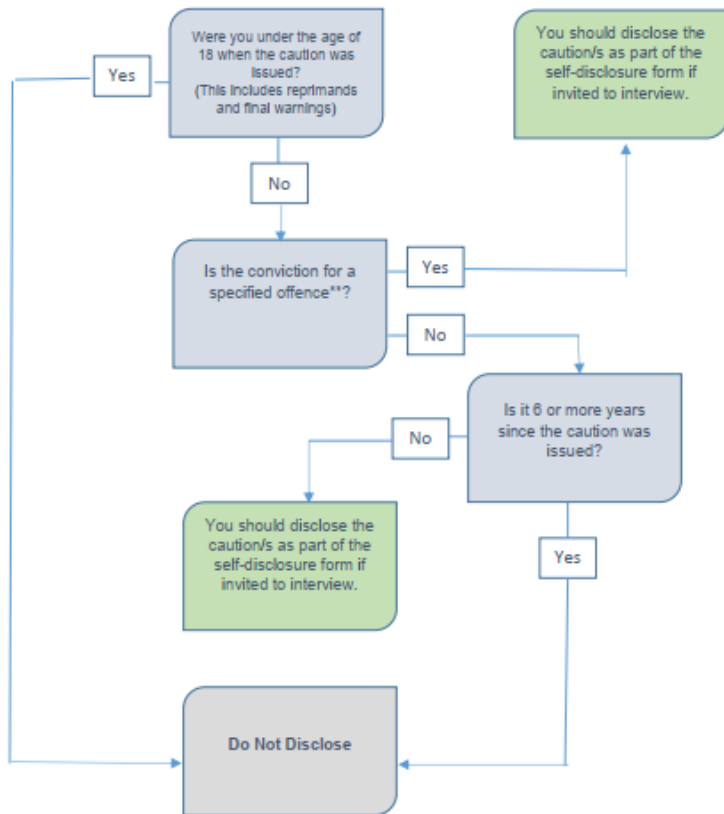
Our values and ethos
Equality, diversity and inclusion, high quality professional development, internal coaching and individual CPD rewarding jobs, lifelong learning, growth mindset, work life balance, flexibility

SUPPORT STAFF

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Disclosure of a Caution
(this includes reprimands and final warnings)

Were you under the age of 18 when the caution was issued?
(This includes reprimands and final warnings)

Yes → You should disclose the caution/s as part of the self-disclosure form if invited to interview.

No ↓

Is the conviction for a specified offence**?

Yes → You should disclose the caution/s as part of the self-disclosure form if invited to interview.

No →

Is it 6 or more years since the caution was issued?

No → You should disclose the caution/s as part of the self-disclosure form if invited to interview.

Yes ↓

Do Not Disclose

**https://www.gov.uk/government/publications/dbs-list-of-offences-that-will-never-be-filtered-from-a-criminal-record-check

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Disclosure of a Conviction
Please work this through for each conviction you have separately even if they were part of the same legal proceedings

*https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/935747/draft-rehabilitation-offenders-act-1974-exceptions-order-1975.pdf

Is the conviction currently 'spent' under the Rehabilitation of Offenders Act 1974*?

No → You should disclose the conviction on the self-disclosure form if invited to interview.

Yes ↓

**https://www.gov.uk/government/publications/dbs-list-of-offences-that-will-never-be-filtered-from-a-criminal-record-check

Is the conviction for a specified offence**?

Yes → You should disclose the conviction on the self-disclosure form if invited to interview.

No ↓

Did you receive a custodial sentence or suspended custodial sentence as a result of the conviction?

Yes → You should disclose the conviction on the self-disclosure form if invited to interview.

No ↓

Were you under the age of 18 at the time of the court decision?

Yes → Was the conviction more than 5 ½ years ago

No → Was the conviction more than 11 years ago?

Was the conviction more than 5 ½ years ago — **No** → You should disclose the conviction on the self-disclosure form if invited to interview.

Was the conviction more than 11 years ago? — **No** → You should disclose the conviction on the self-disclosure form if invited to interview.

Was the conviction more than 5 ½ years ago — **Yes** ↓

Was the conviction more than 11 years ago? — **Yes** ↓

Do Not Disclose