COCKBURN
MULTI-ACADEMY TRUST
TRANSFORMATION TO EXCELLENCE

Working in the Spirit of partnership

We're
Hiring

Recruitment Booklet

Senior 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**

📞 **0113 271 9962**

✉ **recruitment@cockburnmat.org**

🌐 **www.cockburnmat.org**

Job Description - Senior IT Technician

Accountable to: Head of IT

Purpose of Role:

To have responsibility for and manage IT support services to a trust Secondary school and provide support to trust Primary Schools, acting as a point of escalation for technicians. Ensuring the effective and efficient support and deployment of ICT resources across trust schools and to assist with IT development projects.

Main Duties:

- To have responsibility for a wide variety of complex IT issues, predominantly at 2nd and 3rd line level
- To manage, take ownership and deliver IT services to a Trust Secondary School
- To act as point of escalation for IT issues that cover both client and infrastructure technologies to a team of ICT Technicians
- Provide support to Trust Primary Schools as needed
- To work on both BAU support and project-based work in tandem with the Head of IT and IT Manager
- To assist the Head of IT and IT Manager with oversight of the trust IT service desk to ensure tickets are dealt with in-line with support procedures and SLAs
- Support IT development projects as required
- Administer and maintain the physical and virtual Server and Storage infrastructure using Hyper-V failover clustering
- Administer and maintain Trust IT infrastructure and services including Active Directory, Group Policy, DNS, DHCP, RADIUS, WSUS, LAN/WLAN, firewall, web filtering, connectivity & Office 365
- Ensure effective monitoring of infrastructure through pro-active checks and use of PRTG Network Monitor
- Assist the Head of IT and IT Manager with infrastructure capacity planning.
- Administer the operating system and software deployment environment using MDT and Group Policy
- Assist with the administration and development of the schools use of mobile devices and MDM
- Administer 3cx VoIP system
- Manage relationships with 3rd parties and suppliers
- Administer and maintain backup and disaster recovery systems and processes
- Assist in the administration and maintenance of trust schools Virtual Learning Environments
- Maintain operational documentation

- Contribute to the design, development and implementation of working practices and procedures that enhance the impact of ICT services across Trust schools
- Contribute to the design, implementation, management and monitoring of processes and procedures to ensure effective and efficient delivery of IT services including support, deployment of systems and change across the trust.

GENERIC RESPONSIBILITIES:

- Have due regard for safeguarding and promoting the welfare of children and young people and to follow the Child Protection procedure adopted by the Trust
- Comply with all policies and procedures relating to child protection, health & safety, confidentiality and data protection, reporting all concerns to an appropriate person
- To take a pro-active approach to health and safety, working with others in the school to minimise and mitigate potential hazards and risks, and actively contribute to the security of the Trust sites and network
- To understand the importance of inclusion, equality and diversity, both when working with students and with colleagues, and to promote equal opportunities for all
- Contribute to the overall work and ethos of the organization
- Attend and participate in meetings as required
- Improve own practice through training, evaluation and discussion with colleagues
- Recognise own strengths and areas of expertise and use them to support others
- To participate and engage with workplace learning and development opportunities, subject to the school's training plan, working to continually improve own performance and that of the team/school
- To work across the trust as required
- Any other duties commensurate with the role.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The job description is current at the date shown, but, may be changed to reflect or anticipate changes in the job commensurate with the grade and job title.

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.

KNOWLEDGE/QUALIFICATIONS	Essential	Desirable	MOA
HNC/degree Level ICT or equivalent qualification; or relevant professional experience.	*		A/Q
Professional Networking, Server or Virtualisation qualifications or relevant professional experience e.g. Microsoft MCSA / MCSE.	*		A/S/Q
Relevant professional experience and/or qualification designating professional knowledge and competence in network, systems and information security.	*		A/S/Q
Specific knowledge and/or experience of: • Windows Server 2019 through 2025 • Windows 10/11 • Server virtualization and clustering in Microsoft Hyper-V • Windows deployment • Windows services - AD users & computers, AD sites & services, GPO, DNS, DHCP, RADIUS, WSUS • Server and storage hardware • Backup solutions • Microsoft 365 & Azure • Print management	*		A/S/Q
Specific knowledge and/or experience of: • System Centre Virtual Machine Manager • LAN and WLAN configuration and management • Networking (switching, routing, WLANS, TCP/IP, subnets, vlans etc) • PowerShell		*	A/S/Q

- Microsoft Remote Desktop Services
- SQL server
- iPad management and deployment with MDM and/or Apple configurator
- Capita SIMS and Solus
- Active Directory Certificate Services & external SSL
- PaperCut MF

SKILLS	Essential	Desirable	MOA
High level of communication and interpersonal skills	*		A/S
Good analytical and problem-solving skills	*		A/S
Ability to work effectively with young people as individuals and in groups.	*		A/S
Ability to manage, motivate and engage staff successfully to deliver professional, high quality information technology solutions as part of a customer focused service	*		A/S
Flexible and adaptable approach with ability to plan, organise, prioritise and manage time effectively	*		A/S
Proactive approach of health and safety issues and sharing good practice	*		A/S
EXPERIENCE	ESSENTIAL	DESIRABLE	MOA
Relevant experience of managing a ticketed helpdesk.	*		A/S
Experience of line managing a technical team across sites	*		A/S
Experience of multi-site working		*	A/S
Experience of working within an educational establishment		*	A/S
PERSONAL QUALITIES	Essential	Desirable	MOA
A commitment to your own professional development, keeping both knowledge and working practices up to date	*		A/S
Work in ways that promote equality of opportunity, participation, diversity and responsibility	*		A/S
A commitment to abide by and promote the Trust's Equal Opportunities, Health and Safety and Child Protection Policies	*		A/S

Have a positive commitment to the Trust's vision, values and ethos	*		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
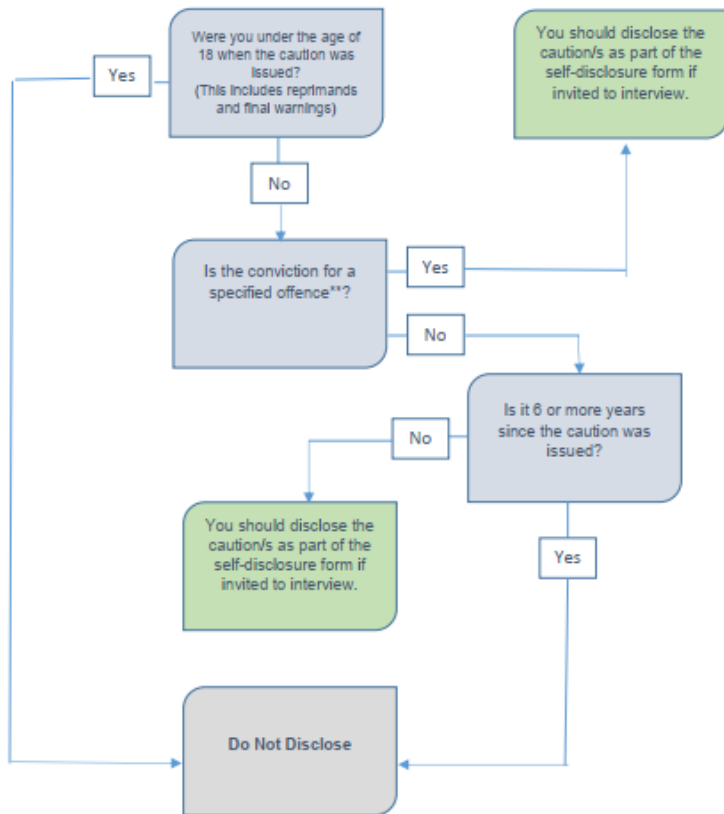
Our values and ethos
Equality, diversity and inclusion, high quality professional development, internal coaching and individual CPD rewarding jobs, lifelong learning, growth mindset, work life balance, flexibility

SUPPORT STAFF

Working in the Spirit of partnership

COCKBURN
MULTI-ACADEMY TRUST
TRANSFORMATION TO EXCELLENCE

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 →

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 →

— 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 →

— 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 →

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

— Yes →

Do Not Disclose

— No →

Was the conviction more than 11 years ago?

— No →

— Yes →

Do Not Disclose