Trust ICT Technical Officer

Candidate Information Pack

July-2024

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Dear Applicant,

Thank you for taking an interest in our role of ICT Technical Officer at Yorkshire Causeway Schools Trust.

This is a great time to be joining the Trust as it continues to build on the strong foundations that have been established since it was formed in 2015.

Our Trust mission statement says it all:

"Where everyone is valued and respected, where we share commitment to education that is ambitious, setting the highest expectations and where integrity is the foundation."

We are excited by the skills and experience that you can bring to our Network team and are committed to providing you with the support you need to be effective in the role.

The advert, job description and person specification are included in this pack. Further information about the Trust, including information about our Schools can be found at yorkshirecauseway.co.uk

If you would like any additional information, then please contact us by emailing ictrecruitment@ycst.co.uk

We are confident that new staff joining our Trust will feel welcomed and happy to have chosen us. We hope you find the post interesting and enticing and that if you have the right skills and aptitude, you will apply.

Please do so by emailing your completed application to recruitment@ycst.co.uk by 12 noon Monday 29 July.

We will be shortlisting shortly after, and interviews are expected to take place on Thursday 1 August.

Yours faithfully

Noel Sweeney
Director of IT
Yorkshire Causeway Schools Trust

Trust ICT Technical Officer

Hours:	37 hours per week, full time, full year
Working pattern:	Monday to Friday
Salary:	Grade H
	(SCP18 – 23) £29,269 - £32,076. Pay award pending.
Base:	St Aidan's Church of England High School, Harrogate
Start date:	As soon as possible

This is an important role in the Trust for an an extremely ambitious and motivated individual to join our Network team as an ICT Technical Officer. The successful candidate will have a proven track record of providing remote and onsite support in a similar environment.

You will need to be flexible in your approach, undertake a range of duties and have excellent communication and people skills. Working knowledge and experience of network systems is required.

Duties will include responsibility for ensuring end user devices and software are correctly configured for both staff and student use. The ICT Technical Officer will work across multiple schools within the Trust.

If you would like to discuss the role further, please call Noel Sweeney, Director of IT on 01423 818510

Further details and an application form can be found [here](#).

Closing date:	12 noon Monday 29 July 2024
Interview date:	Thursday 1 August 2024
Start date:	As soon as possible

The Trust is committed to safeguarding and the promotion of the welfare of all children and the prevention of extremism. We expect all staff and volunteers to share this commitment. Successful applicants will be required to provide references, undertake an enhanced check through the Disclosure and Barring Service and comply with the Safeguarding Policy and Child Protection Practices of Yorkshire Causeway Schools Trust

The Trust has a strong commitment to achieving equality of opportunity in its academies and in the employment of staff. The postholder will ensure that the Trust meets it statutory obligations in relation to all aspects of equality legislation.

Job Description: ICT Technical Officer

Salary: NJC Grade H (points 18-23), full-time, full year

Base: St Aidan's CE High School, Harrogate

Job Purpose

To support the Trust IT Team to ensure effective working and development of the schools and central service's technical systems including network, hardware and software. The ICT Technical Officer has specific responsibility for ensuring end user devices and software are correctly configured for both staff and student use. The ICT Technical Officer will work across multiple schools within the Trust.

Working relationships

Reporting to: Service Delivery Manager

Accountable to: Director of IT

Working alongside: Senior Infrastructure Engineer, Senior ICT Technical Officer & ICT Technical Officers. Client relationships with school staff, Trust central team colleagues, including estates, DPO and safeguarding leads.

Scope: This is a Trust-wide role, to include central, primary and secondary settings

Key responsibilities

You will undertake the maintenance of network infrastructure and monitor the network performance. Maintain and upgrade hardware, software and servers. Manage user accounts and permissions. Undertake relevant risk assessments. Arrange collection and/or secure disposal of old equipment in line with WEEE regulations. With support from the Service Delivery Manager, implement a structured approach to rolling out new hardware or software, including procurement, testing and assessing the needs for user training. Manage collection of appropriate access to, and storage of relevant data. Plan and implement installation of PCs, printers, interactive screens and other network and ICT devices.

Other hardware and software duties

Maintain ICT hardware to provide a system able to support staff and students on a day-to day basis. Support the use of software, installing, testing and configuring to ensure compatibility with existing systems. Advise on compatibility of hardware, applications and operating systems according to user requirements. Maintain network cabling; perform basic diagnostic and recovery on network equipment. Configure network clients to approved setup. Install software on servers, set quotas, manage access rights and monitor system logs. Maintain network components including switches and access points. Maintain internet filtering systems. Install and maintain business critical software such as Finance, Payroll, School Management and Cashless Catering. Record and keep the asset management database up to date. Follow the maintenance schedule, assist in the implementation of

security procedures and adhere to data protection policies. Monitor the IT Services Helpdesk and work towards resolving problems and other requests in an efficient and timely manner. Raise and track external support calls and escalate contract/warranty issues appropriately. Manage licenses and settings for use with Microsoft 365 services.

Documentation

Document current policies and practices, complete change logs and other documentation as required. Read and maintain awareness of documents in relation to current and future developments that may impact the use of ICT within education.

User Support

Respond to in-person queries from both students and staff, assisting them to resolve any issues they are experiencing. Work with the Service Delivery Manager to provide training materials and help sheets where required. Assist with individual training on the use of ICT resources. Conduct, under direction, cursory analysis and investigation into ICT misuse where suspected.

Other Tasks and Responsibilities

a. Work flexibly in the best interests of the Trust, attending meetings, visiting schools and other sites as required.

b. Ensure appropriate disposal of IT assets.

c. Ensure health and safety issues relating to IT are considered and make input to the relevant procedures.

d. Support the effective use of Trust management information systems (e.g. Arbor), including user permissions, training, support.

e. Work with the Trust's Data Protection Officer to ensure that the Trust's IT systems reflect appropriate data protection measures and good practice.

f. Record and retrieve the collection of information in the Trust's asset management database.

g. Establish and maintain effective relationships with external clients.

h. Ensure that all legal and contractual obligations are met in relation to IT resources, software licenses, systems and services.

Yorkshire Causeway Schools Trust is committed to safeguarding and promoting the welfare of our pupils and young people. We have a robust Child Protection Policy and all staff will receive training relevant to their role at induction and throughout employment with the Trust. We expect all staff and volunteers to share this commitment. This post is subject to a satisfactory enhanced DBS criminal records check for work with children.

The postholder will undertake any other miscellaneous work, deemed suitable by the management of the Trust.

Personal Specification
E = Essential, D= Desirable

1.	Service Delivery:	
1.1	Excellent communication and customer service skills, both written and oral with the ability to communicate to different groups of people.	E
1.2	Experience of using available resources to gain an up-to-date knowledge of any relevant IT field. Provide information to others within the team to ensure that knowledge is shared.	E
1.3	Excellent organisational and time management skills. The ability to prioritise work for yourself.	E
1.4	Strong analytical skills and a systematic methodical approach to problem solving.	E
1.5	Ensure accurate documentation is maintained and change processes are recorded.	E
1.6	Ability to work on own initiative as well as part of a wider team.	E
1.7	Ability to clearly and concisely disseminate knowledge and best practice to other members of staff.	E

2.	Technical Resource Management:	
2.1	Experience of providing IT support to schools to ensure they meet their needs.	E
2.2	Ability to make a significant contribution to workforce deployment across the IT service, ensuring flexibility to meet delivery.	E

3.	Project Management:	
3.1	Experience of carrying out projects within a team.	E
3.2	Ensuring project plans are completed to cost, timescale and budget.	E

4.	Policy and Procedure:	
4.1	Experience of maintaining a consistent service management.	E
4.2	Ability to take responsibility for control, update and distribution of quality standards, providing advice on their use.	E
4.3	Define and review quality and environmental systems. Ensure that adequate technology and resources are in place to provide a quality service, providing information on potential weaknesses to the Service Delivery Manager.	E

5.	Technologies	
5.1	Experience and knowledge of a Windows server environment.	E
5.2	Experience and knowledge of a Linux server environment.	D
5.3	Experience and knowledge of Microsoft online services such as Admin Center, Entra, Teams, InTune.	E
5.4	Basic understanding of Arbor MIS systems.	D
5.5	Experience and knowledge of switch and firewall management.	E
5.6	Experience of Hyper-V management and deployment	E

6.	Qualifications and Experience	
6.1	Educated to Level 4 in a relevant IT field.	D
6.2	Full Driving Licence and access to a vehicle	E
6.3	Proven working experience in a similar IT field.	E

Safeguarding

The Trust is committed to safeguarding and the promotion of the welfare of all children and the prevention of extremism. We expect all staff and volunteers to share this commitment. Successful applicants will be required to provide references, undertake an enhanced check through the Disclosure and Barring Service and comply with the Safeguarding Policy and Child Protection Practices of the Trust.

Equalities
The Trust has a strong commitment to achieving equality of opportunity in its academies and in the employment of staff. The postholder will ensure that the Trust meets it statutory obligations in relation to all aspects of equality legislation.

ICT Technical Officer

Outline Terms and Conditions

1. The employer for this post is Yorkshire Causeway Schools Trust.
2. For non-teaching posts the Trust works to NJC terms and conditions and its own policies and procedures.
3. The post will be based at St Aidan's CE High School, Harrogate.
4. The post may require the ability to work directly with Trust current and prospective schools and other partner organisations.
5. An enhanced DBS is required.
6. An induction programme will be undertaken, and the post is subject to a 6-month probationary period for any individual who is new to the Trust.
7. All Trust and school business should remain confidential to the Trust.

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