



Senior IT Technician

Grade SC5/SC6

Central Region Schools Trust

Assay Studios

B.06, 141 – 143 Newhall Street

Birmingham,

West Midlands

B3 1SF

Tel: 0121 270 3117

www.centralregionschoolstrust.co.uk



Central Region
Schools Trust

Founded by the RSA



Central Region Schools Trust is looking for an experienced Senior IT Technician who is customer-focused, adept in IT support for both secondary and primary academies, and dedicated to ensuring secure, reliable IT services while fostering strong working relationships with stakeholders. In this role, you will provide efficient ICT support to schools across our Trust, manage network and system operations, supervise junior team members, and contribute significantly to trust-wide projects.

The Role: Senior IT Technician

Salary: Salary is commensurate with the position in the range of NJC SC5/SC6

Location: This role will be primarily based at Waseley Hills High School, School Road, Rubery, Birmingham, B45 9EL, with travel to other trust schools as required.

Working Pattern: Full time contract, 37hrs per week, 26 days holiday + bank holidays

Benefits: Staff at Central Region Schools Trust can enjoy a range of competitive benefits, along with excellent learning and development opportunities. These benefits include:

- ✓ **Competitive Salary** – Salaries are reviewed annually with recognised unions
- ✓ **Local Government Pension Scheme** – This scheme includes generous employer contributions and life cover whilst you remain in service
- ✓ **Cycle to Work Scheme**
- ✓ **Training and Development Opportunities** - We are keen to develop our team and promote from within. Being part of a large, growing trust provides staff with great opportunities for career progression
- ✓ **Employee Wellbeing Services** - All staff have 24/7 access to a confidential support helpline and counselling via an independent, leading provider of professional employee support services

The History of our Trust

As a Trust, we were founded by the Royal Society for the encouragement of Arts, Manufactures and Commerce, more commonly known as the Royal Society of Arts or the RSA. The RSA has a history of developing ideas and projects to improve people's lives, and our vision of 'social justice through exceptional schools' aligns closely with the social justice mission of the RSA. All our schools are improving in reputation, popularity, and quality of education.

Whilst we are now an DfE approved academy sponsor, recognising the collective strength of our trust and schools, we retain many programmes and partnerships from the original sponsorship. We have a strong **school improvement force** and now sponsor, in collaboration with the DfE and Regional Schools Commissioner, schools that will benefit from our structural, formal support.

Our Trust aims to influence the practice of our schools through the collaborative knowledge sharing we expect through our school improvement model and co-design structures. We are outward facing, sharing, and learning from internal and external partners. **Central Professional Learning, Research and Development (CPL,R&D)** ensures the development of all employees at all levels of the organisation. We have developed excellence in central services, such as finance, HR, estates, which make a huge difference to our schools, not least by enabling Principals and staff to focus on delivery of excellence in teaching and learning. **Teach Central**, as part of CPL,R&D, recruits, and trains new teachers to the profession with a high level of success.



Our Mission, Vision, Strategic Objectives & Values

Mission: to promote opportunity and social justice for every child through exceptional schools.

Vision: as a Trust founded by The Royal Society of Arts, our exceptional schools work together to create learning that is inspirational for all: igniting imagination and enabling creativity and curiosity which results in the highest achievement. People are valued and happy, developing their knowledge, attributes, skills and networks for success and fulfilment. In our empowered communities, everything is possible, and aspirations are high. Outcomes are highly impressive.

Strategic Objectives:

SO1: EXCEPTIONAL LEARNERS

SO2: EXPERT PROFESSIONALS

SO3: EXCELLENCE IN INFRASTRUCTURE, SYSTEMS AND PLACES

SO4: EMPOWERED COMMUNITIES AND LASTING PARTNERSHIPS

Values: Integrity, Excellence, Creativity, Community and Respect

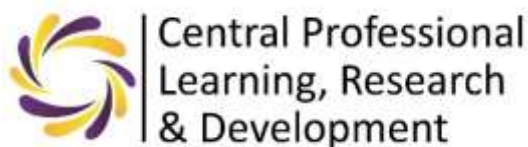




Formerly RSAA Teaching School Alliance

Teach Central, formerly the RSA Academies' Teaching School Alliance, recruits, and trains new entrants to the teaching profession, identifies leadership potential, and provides support for schools across the West Midlands, to transform outcomes for young people and bring about positive social change. We drive action research, undertake innovations in teaching, and optimise the talents and commitment of our staff to develop creative ways of providing education.

<https://centralregionschoolstrust.co.uk/teach-central/>



We believe that effective Research and Development begins with our students and a drive to improve their learning experience and educational outcomes. The power to transform education comes when schools collaborate, and an active Research and Development culture can be found across all the schools in our Alliance.

<https://centralregionschoolstrust.co.uk/cplrd/>

KASE

The leadership across our Trust has identified pupil knowledge, skills, and attributes that we believe are key to the current and future success of the young people in our schools. Each school creates their own approach to developing the skills and attributes. These skills and attributes have an identified leader across the Trust to lead expert collaboration where the most effective practice emerges from within the Trust and beyond, then standardisation of approach will be agreed as appropriate.

Knowledge: Working with pupils to know understand and have mastered key concepts so that they develop the expertise to become fluent and excel within and across subject disciplines, locating their experiences within the broader sense of society.

Attributes of Character: To create the conditions in which attributes of character are nurtured, so that pupils can lead full active and successful lives which support their communities and the wider world.

Skills: Helping pupils to develop the skills needed for a successful and happy personal and professional life.

Experiences: Ensuring our pupils enjoy, experience excitement, and find value in their school experience, through a very wide range of experiences that challenge and motivate them, providing aspiration and demanding responsibility from them.

THE HISTORY OF THE CRST

| | |
|------|---|
| 2012 | The Trust is founded by Arrow Vale RSA Academy |
| 2013 | Ipsley CE RSA Academy joined the Trust |
| 2014 | Arrow Vale RSA Academy achieve 'Outstanding' by Ofsted |
| 2015 | Arrow Vale RSA Academy becomes a National Teaching School |
| 2016 | Church Hill Middle RSA Academy & Abbeywood First RSA Academy join the Trust Ipsley CE RSA Academy Achieves 'Outstanding' SIAMS inspection |
| 2017 | CRSAAT becomes the accounting body for the RSA Academies Teaching School Alliance (TSA) RSA Academy Tipton joins the Trust The Trust is renamed Central RSA Academies Trust & central office in Birmingham opened |
| 2018 | Abbeywood First RSA Academy becomes a Teaching School |
| 2019 | Sutton Park Primary RSA Academy joins the Trust Oldbury Park Primary School RSA Academy joins the Trust St Stephen's CE RSA Academy joins the Trust |
| 2021 | Arrow Valley First School joins the Trust Waseley Hills High School joins the Trust |
| 2022 | Holyhead School joins the Trust |
| 2023 | Lickhill Primary School joins the Trust |

TRUST IN NUMBERS

900+ Staff/Roles

12 Schools

6300+ Pupils

THE ROLE

Senior IT Technician

Salary Grade: SC5/SC6 Type: Full time contract
37hrs per week, 26 days holiday + bank holidays

Overview

Senior IT Technicians play a pivotal role within the Central Region Schools Trust, helping us to deliver exceptional IT support, maintain robust security and safeguarding practices, nurturing strong stakeholder relations, and fostering a profound awareness of the direct impact reliable IT can have on teaching and learning in our school environments.

Key Responsibilities

- Responsible for ensuring IT systems are reliable, consistent, and fit for purpose.
- Maintain core infrastructure, systems, and services with support from senior IT colleagues. This may include:
 - Network connectivity (switch maintenance and VLAN updates)
 - Internet services, including web filtering and Office 365
 - Windows server infrastructure, including AD, GPO, DNS, DHCP, PRINT
 - Backup Systems, ensuring backups are regularly monitored and tested in accordance with Trust Backup Procedures.
 - Server system maintenance such as anti-virus and windows updates
 - Academy MIS systems
 - Telephony and VOIP
- Participate in Trust IT projects and CapEx related project work, ensuring best practices are followed from planning through to implementation.
- Implementation of curriculum and IT strategies as outlined by the Head of IT.
- Lead on the delivery of changes to hardware and software, ensuring documentation is created and maintained where appropriate and items are asset tagged and added to the Trust inventory.
- Utilise and promote the use of the Trust Helpdesk ensuring requests are managed efficiently and in line with Trust procedures. Provide escalated support to junior colleagues as required and use the Trust knowledge bases to assist with diagnosis and resolution.
- Provide support and guidance to other IT colleagues.
- Support individuals or groups with training on the use of IT resources to enable first class teaching and learning opportunities for students and staff.
- Participate in regular team meetings and provide valuable feedback.
- Establish good working relationships with suppliers and external contractors.
- Work as part of a wider Trust IT Services team, adopting flexible working practices, attending meetings, and liaising with staff at all levels to ensure efficient operation of IT systems and services.
- Understand the importance of ensuring all school networks are kept safe and secure. Conduct regular maintenance of Web Filtering, Anti-Virus, and monitoring protocols in line with trust safeguarding strategies and procedures.
- Enhance knowledge and skills relevant to IT through online resources and attend relevant courses where appropriate.

- Any other duties corresponding to the general character of the post and appropriate with its level of responsibility. We would expect the successful candidate to recognise this and adopt a flexible approach to this role.

Professional Development

At Central Region Schools Trust, we highly value your professional growth and provide various avenues for continuous development.

As a member of the IT Services Team, you can expect the following opportunities to enhance your skills and knowledge:

- Participation in relevant courses and online training programmes to continuously improve your technical expertise. By attending these educational initiatives, you will stay up-to-date with the latest industry trends and advancements.
- Active engagement in networking activities and collaborative efforts with colleagues across the Trust. This creates a supportive environment for sharing knowledge, exchanging ideas, and fostering innovation in our IT practices.
- A strong understanding of the teaching and learning needs within our academies is crucial for aligning IT solutions with educational objectives effectively. By reading and comprehending trust policy documents, schemes of work, and related materials, you will gain valuable insights into the specific requirements of our academic community.
- Recognising the paramount importance of Safeguarding in the realm of IT, both within schools and across the wider trust, you will be expected to fully comprehend the underlying principles. Adhering to safeguarding policies and procedures is vital to ensure a secure IT environment for the well-being of our students and staff.

By actively participating in professional development opportunities, familiarising yourself with Trust policies, and embracing the significance of safeguarding, you will not only enhance your own professional growth but also contribute to the overall educational excellence and well-being of our trust community.

Personal Behaviours

- Respectful and team-oriented: Show respect and collaborate effectively with colleagues.
- Attention to detail and pride in work: Meticulously focus on tasks and take pride in delivering high-quality work.
- Strong time management and organisation: Effectively manage time and maintain well-structured workflows.
- Reliable and self-driven: Be dependable, work autonomously, and make informed decisions.
- Effective communication: Communicate clearly and actively listen to others.
- Ability to work under pressure: Stay composed and manage competing priorities in challenging situations.
- Flexibility and adaptability: Be open to change and embrace new tasks and challenges.
- Positive attitude and professionalism: Maintain a positive attitude, show professionalism, and foster a supportive work environment.

By demonstrating these behaviours, you will contribute to a productive and positive work environment while effectively fulfilling your role at Central Region Schools Trust.

Health & Safety

- You will be required to undertake any designated Health & Safety Training.
- Ensure that you follow all relevant health and safety guidance, policies, and laws.
- Ensure that IT equipment is used in line with relevant health and safety guidance and policies

Safeguarding

- Demonstrate a strong commitment to safeguarding and promoting the welfare of children and young people, recognizing the paramount importance of safeguarding, especially within the context of IT in schools and across the wider Trust. Prioritise the well-being of children and young people within in all aspects of your role.
- Possess a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS), ensuring compliance with legal requirements and providing assurance of your suitability to work with children and young people.
- Show genuine dedication to the well-being of staff and students, fostering a safe and supportive environment for all members of the school community.
- Operate as an integral part of the school or educational establishment community, actively engaging and collaborating with colleagues, students, and stakeholders to promote a culture of safeguarding.
- Embrace diversity, inclusion, and anti-racism within the school community, valuing and respecting the unique backgrounds and identities of all individuals.

By embodying these principles, you will help contribute to creating a safe, inclusive, and nurturing environment that protects the welfare and promotes the well-being of children, young people, and the entire trust community.

Whilst every effort has been made to explain the duties and responsibilities of the post, each individual task undertaken may not be identified. Employees are expected to comply with any reasonable request from the Trust Leadership to undertake work of a similar level that is not specified in this job description.

| Person Specification – Senior IT Technician | | |
|---|------------------|-----------------|
| Requirement | Desirable | Required |
| Qualifications | | |
| 5 A*- Cs at GCSE including English and Maths | | X |
| Qualification or training relating to ICT Technician role | | X |
| Experience | | |
| Demonstrated experience in an IT support role, preferably in a senior capacity | | X |
| Previous involvement in leading or contributing to IT projects | | X |
| Abilities, Skills and Knowledge | | |
| Proficient in managing IT infrastructure, including troubleshooting servers and networks | | X |
| Strong knowledge of hardware and software systems, including desktops, laptops, servers, and operating systems | | X |
| Proficient in Office 365 management and administration | | X |
| Knowledge of IT security best practices and data protection regulations | | X |
| Good level of written and spoken English appropriate to the context and audience | | X |
| Strong team management skills | X | |
| Ability to collaborate with various stakeholders and manage external vendors | | X |
| Personal Skills | | |
| Ability to work under pressure and manage competing priorities | | X |
| Emotional resilience in working with challenging behaviors and attitudes to use of authority and maintaining discipline | | X |
| A strong interest in IT and willingness to develop | | X |
| Respectful and team-oriented | | X |
| A driving license and constant access to transport | | X |
| Willingness to travel | | X |
| Business Class1 Car Insurance | | X |
| Flexibility to react to the role demands outside of normal working hours | | X |
| Understanding of Safeguarding within the school (Training will be provided) | X | |
| Ability to confidently deliver training to peers. | X | |



SOCIAL JUSTICE THROUGH EXCEPTIONAL SCHOOLS

How to Apply

Please complete our application form and send it to recruitment@crst.org.uk. If you would like an informal discussion with Ed Cooper, Head of IT please email recruitment@crst.org.uk to arrange a mutually convenient time.

The closing date for applications is 16:00 on Friday 17th November 2023. We do reserve the right to close this advertisement early if we receive a sufficient quantity of applications.

Central Region Schools Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced DBS check is required for all successful candidates.

Please note: In accordance with our statutory obligations under Keeping Children Safe in Education, CRST is required to conduct an online search as part of our due diligence on shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which CRST might want to explore with you at interview.



**Central Region
Schools Trust**

Founded by the RSA

www.crst.org.uk