



CENTRAL LEARNING
PARTNERSHIP TRUST



CLPT
IT SERVICES



IT Technician Vacancy Information Pack



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Interested in working for CLPT?

Unlocking Potential: Changing Lives

Welcome to our Trust.

Welcome to the CLPT. Here at the Trust, we are committed to improving the life chances of our young people, to optimise their feeling of self-worth, to develop their resilience and in turn their capacity to embrace the challenges that lie ahead.

Doug Selkirk OBE, CEO

Trust in numbers

6000	1155	16	1
Knowledge Hungry Students	Members of Staff	Partner Schools	Successful Team



The Role

IT Technician

The Central Learning Partnership Trust are looking to appoint an enthusiast and technically capable IT Technician to join the trust's in-house Central IT team to support the Wolverhampton hub of academies. The post is supporting or local schools on a rota basis.

Responsible to	Network Manager & Head of IT
Salary	Scale 07-11 £24,294 - £25,979
Location	Heath Park School & Wolverhampton Hub, providing a service to our trust academies
Working Pattern	37 hours per week – full time, full year 24 days holiday per year + bank holidays
Expected Start Date	February-March 2024

Job Purpose

- ✓ To ensure the smooth running of the trust's IT networks & systems.
- ✓ To provide outstanding, pro-active and accessible support to all users.
- ✓ To enable exciting teaching and learning utilising IT in the classroom.
- ✓ To enable collaborative working and reduced workload for all staff in the trust.
- ✓ To provide support to all users across the trust's academies via the central helpdesk.
- ✓ To provide support to the central team within the trust.
- ✓ To provide support for trust/academy events outside of normal working hours where required.

Specific Responsibilities

- Using the trust helpdesk, provide support to all users of the trust's networks - resolving issues quickly and efficiently, ensuring resolutions are long term.
- Attend trust academies to provide on-site support on a rota basis where required.
- To prioritise and respond to all requests within the terms of trust's IT SLA.
- To be polite, friendly and helpful to all colleagues.
- To be pro-active with all support, identifying and resolving potential issues before they occur.
- To be a confident communicator and member of the team.

Device & Application Support

- To implement trust and academy development plans and objectives.
- Install and test new hardware and equipment.
- Perform device repairs and upgrades.
- Identify and rectify hardware or software faults.
- Install and test new software and associated deployments via MDT/WDS, PDQ Deploy & Intune/MEM.
- Complete and keep up-to-date inventory of all equipment on the trusts in-house Central Assets system.
- Proactively provide solutions to reduce the chance of issues occurring.



Support Requests

- Use the trusts helpdesk system to log, update and resolve issues.
- Ensure that requests are responded to within the trust SLA timeframes.
- Utilise self-help knowledge base guides to assist users and regularly add and update them.
- Understand priorities of response based on the SLA.
- Understand when and how to escalate issues and escalate effectively.

MIS and Core Trust Systems

- Provide support and maintenance of trust MIS systems with the support from external providers and school data managers.
- Ensure core trust systems are effectively supported, including contact with third-party support providers.

Health & Safety

- 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.

Conduct & Professional Development

- Attend relevant courses/undertake online training to improve skills and knowledge.
- Advise and train students, staff and trust central staff.
- Network with colleagues within the trust.
- To keep systems safe and secure at all times.
- To understand the role of safeguarding within the context of IT in schools.

Safeguarding

- To attend all safeguarding training as directed.
- To ensure systems which monitor safeguarding of both students and staff are monitored and effective. Passing any concerns to the schools DSL or line management.
- To keep up to date with developments with safeguarding and IT and work with line management to ensure the trusts solutions are effective.
- To follow trust procedures and report any concerns to the DSL.

Data Protection

- To ensure that the trust data protection policies are adhered too.
- To minimise and mitigate the risk of a data breach occurring.
- To highlight any protection risks to line management.

Network Support

- Perform network cable installation and connectivity in-line with the relevant standards where required.
- Install, configure and test new networking equipment/hardware across the trust.
- Proactively provide solutions to reduce the chance of issues occurring.

Person Specification

Requirement		
	Desirable	Required
Skills & Knowledge		
Knowledge in the Microsoft Office suite		✓
Advanced user in Microsoft Windows operating systems		✓
Knowledge of Microsoft Windows Server 2012-2022		✓
Knowledge in DHCP, DNS, Active Directory & Group Policy	✓	
Knowledge of Virtualisation (Hyper-V)	✓	
Knowledge of Microsoft 365 administration		✓
Knowledge of Azure Active Directory		✓
Knowledge of Intune/MEM	✓	
Knowledge and experience Fresh Desk helpdesk software	✓	
Knowledge of Smoothwall	✓	
Awareness of GDPR and data security best practises		✓
Knowledge of 3CX, Horizon & Mitel VOIP systems	✓	
Knowledge of SIMS management information system	✓	
Knowledge of Arbor management information system	✓	
Previous experience in working in IT in education	✓	
Previous experience working in IT support role		✓
Aware of the potential and actual uses of ICT in schools	✓	
Personal Skills		
Good level of written and spoken English appropriate to context audience		✓
Ability to work well under pressure		✓
Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline		✓
A strong interest in IT		✓
Understanding of safeguarding within schools		✓
A driving licence and constant access to a means of transport		✓
Willingness to travel to trust schools where required		✓
Business class 1 car insurance		✓



How to apply

For more information about this post please contact 01902 556360 to arrange a telephone conversation with the Head of IT.

We also encourage applicants to visit the trust website and our academies websites to learn more about us: www.clpt.co.uk

To apply please complete the Associate Staff Application Form which can be found on our website: <https://www.clpt.co.uk/careers/>

Closing date is: 31st January 2024

No agencies.

The Central Learning Partnership Trust are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be subject to an enhanced DBS check. Further information about the Disclosure Scheme can be found at www.gov.uk/disclosure-barring-service-check.