

#EMATters



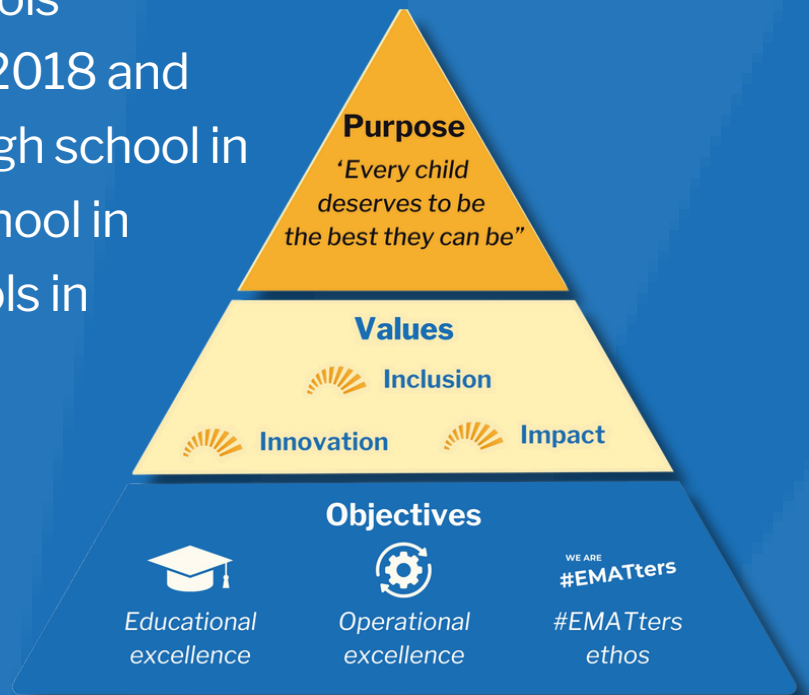
East Midlands Academy Trust

Application Pack **IT Technician**

“Every child deserves to
be the best they can be”

About East Midlands Academy Trust

Our community of seven schools collectively became EMAT in 2018 and currently includes an all-through school in Northampton, a secondary school in Oundle and five primary schools in Northamptonshire and Milton Keynes, with more than 600 #EMATters serving over 5,000 pupils.



“Every child deserves to be the best they can be”

This can only be achieved with committed and empowered colleagues. That’s why we have created a strong culture of personal and professional development, which includes access to a host of learning opportunities offered through our in-house training hub to all #EMATters



Hello and welcome to East Midlands Academy Trust.

We're a thriving multi-academy trust, which currently includes an all-through school in Northampton, a secondary school in Oundle and five primary schools in Northamptonshire and Milton Keynes serving over 5,000 pupils through the tenacity and professionalism of 600 colleagues. I like to call the members of our immediate and extended community #EMATters.

Every child deserves to be the best they can be, and therefore inclusion is at the heart of everything we do. By joining the #EMATters team, you will have the opportunity to help us ensure that high quality education is available to everyone, regardless of their ability or background.

You will be supported throughout your career journey with us, as we recognise that achieving our aim that every child deserves to be the best they can be is only possible through committed and empowered colleagues and a strong culture of personal and professional development, which includes a host of learning opportunities offered through our in-house training hub.

Thank you for your interest in East Midlands Academy Trust. And if you have any questions do get in touch via hrqueries@emat.uk

Joshua Coleman
Chief Executive
East Midlands Academy Trust



| Post Description: | |
|------------------------|--|
| Post title: | IT Technician |
| Responsible to: | IT Business Partner |
| Liaising with: | IT Team, Central Team, All School Staff. |
| Pay Range: | NJC Support Staff £25183- £26409 |
| Contract: | Permanent |
| Closing Date: | 25/04/2025 |
| Interview Date: | W/C 28/04/2025 |

Job Purpose

In this role you will be part of the 5 person IT team, who are responsible for the maintenance of all IT Hardware and Services across our seven school sites, as well as supporting the schools in improving the standard of their ICT provisions.

Responsibilities include:

- Ensure delivery of high-quality ICT services across all Trust schools and sites with frequent travel to locations across the trust.
- Maintain accurate and up to date documentation and policies for all ICT Services.
- Perform regular monitoring and maintenance of all ICT Services and solutions.
- Support all staff and students in the use of ICT services including the provision of training on how to use the Trust's ICT systems and ICT inductions for staff joining the trust.
- Provide support on for classroom-based technology, computers, printers, audio video equipment, smart screens, and other learning technology.
- Provide support for office and back office-based technology, computers, printer, scanner, CCTV, Building Management systems, digital signage, server and networking equipment, data cabling, data ports, network communications and IP phone system support.
- Maintain up to date inventories of hardware and software; security marking and labelling of equipment and recording in the Trust's asset management system.
- Monitor the Trust's helpdesk/service desk system, review all new tickets and either resolve tickets, allocate tickets to other members of internal ICT or escalate to external support providers.
- Network Infrastructure Management – Install and configure active network components.
- Undertake project work to a pre-defined brief and produce documentation when required.
- Follow a methodical and structured model in troubleshooting problems.
- Ensure all trust data is kept secure and integrity maintained in line with GDPR report any suspected breaches to the Data Protection Officer and your line manager.

| Attribute | Essential | Desirable |
|------------------------------------|---|--|
| Qualifications and training | <ul style="list-style-type: none"> A relevant IT qualification such as ICT Level 3, CompTIA A+, Azure fundamentals or Microsoft 365 Fundamentals | |
| Experience | <ul style="list-style-type: none"> Experience of working in a fast-paced environment. | <ul style="list-style-type: none"> Previous experience of working in a school IT department. |
| Knowledge and skills | <ul style="list-style-type: none"> Excellent organisational skills Ability to demonstrate delivery of excellent customer service. Supporting, installing, and configuring Microsoft 365 and Office Apps, and Windows 11 Basic understanding of networking & switching technologies, and their purpose: IP, DNS, DHCP, LAN, VPN, SD-WAN, Wi-Fi Repairing PC/Laptops, configuration, replacement, and installation | <ul style="list-style-type: none"> Understanding or experience of Virtualisation Technologies such as Microsoft Hyper-V Experience of using cloud and remote management tools such as Meraki Dashboard, Microsoft 365 Admin Panel Use of a helpdesk/service desk system |
| Personal qualities | <ul style="list-style-type: none"> Communicate effectively with a wide variety of people in a professional and friendly manner; face to face, on the telephone, and in person Ability to work independently Prioritise and plan workload without supervision Full UK Driving Licence and ability to travel independently between Trust schools and sites using own vehicle Able to work flexibly, including on occasion some weekends and evenings | <ul style="list-style-type: none"> A Sense of Humour! |

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|---------------------------|------------------------------|
| Compiled by: David Walker | Revision Number 1 |
| Approved by: | Revision Date ____/____/____ |

Additional duties

Whilst every effort has been made to explain the main duties and responsibilities, please note that this is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will carry out. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

N.B. The post holder will carry out his/her responsibilities in accordance with the Trust's equal opportunities policy.

This job description is provided to assist the post holder to know what his/her duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of the post.

How can I apply?

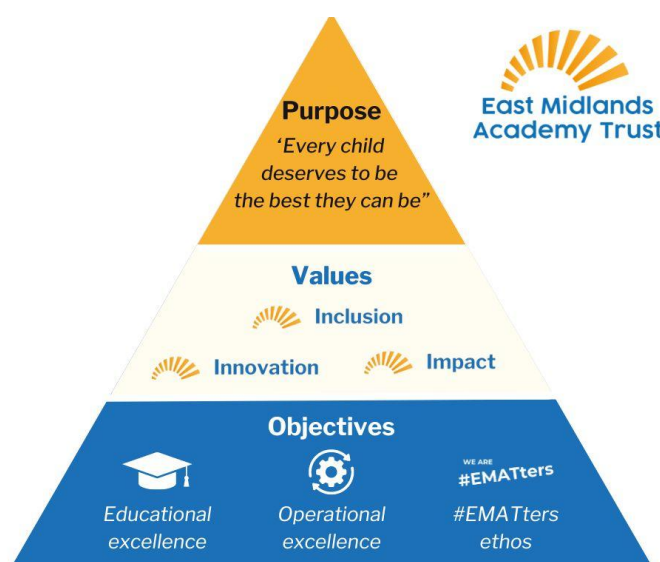
We have an online application form on our careers page under [Job Vacancies](#) and request that you complete the supporting statement in detail, explaining why you are the perfect person for this exciting opportunity. Please be aware that although we will not accept any CVs we welcome applicants to explore the opportunity before applying and if you have any questions about the role or the process, please get in touch with **Hannah Fajemiyo - HR Business Partner**. Please inform us if you require any particular adjustments, arrangements, or access needs as part of the recruitment process.

Vacancy Closing Date: 25/04/2025

Interview Date : W/C 28/04/2025

About East Midlands Academy Trust

All staff should be committed to the school and East Midlands Academy Trust's purpose, values and objectives.



Health and Safety

So far as is reasonably practical, the post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder is responsible, to maintain a safe working environment for employees and learners.

Safeguarding

EMAT is committed to the safeguarding of its young persons and expects all staff, volunteers and adults to work within the parameters of the policies and procedures as agreed by the Board of Trustees to ensure the safety of all young persons within its care.

Equal Opportunities

It is the policy of EMAT to provide equal opportunities for all individuals; to prohibit discrimination in employment on any basis protected by applicable law, including but not limited to race, religious creed, marital status, sex, sexual orientation, ancestry, national origin, age, medical condition or disability. EMAT promotes equal employment opportunities in all aspects of employment through positive employment policies and practice.

If any special requirements are needed to attend an interview, please inform the trust.