



Job Application Pack

Djanogly Learning Trust

IT Technician

30 hours per week, 4 days per week, Monday to Thursday, Term Time Only

Salary: £14,343 - £15,681 pro rata (£20,931 - £22,883 FTE)

Point 29-34 on the Djanogly Support Staff Pay Scale

Closing Date: 9am, Monday 1 November 2021

Interview Date: Wednesday 10 November 2021

Welcome from the Chief Exec



Dear Candidate

Thank you for showing an interest in joining our team at Djanogly Learning Trust. We have a simple shared mission here at Djanogly – to make a difference to the lives of our children and their families.

Children at our established academies are leaving well prepared for the next stage in their learning. End of key stage achievements are in line, above or rapidly catching up with national averages. Children make great progress in our academies, both in terms of academic achievement and in their development as future citizens. Our children are engaged and keen to learn, they are polite and supportive towards each other. Visitors to our academies always comment on the warm welcome and the calm atmosphere.

Where newer academies have joined our Djanogly family it's because they share our commitment to our children and communities as well as our drive to be the best we can be.

As professionals, we know that this doesn't happen by accident. We are committed to providing high quality support to all our staff, whatever their role. Our continuous professional development strategy is called 'Journey to Excellence' and through this, we ensure that everyone has opportunities that are unique to them.

A recent Ofsted at one of our primary schools states:

"The journey to excellence ethos permeates all aspects of the school...Staff are extremely positive about this approach and said that it helped them to improve"

This is a tremendous opportunity to make a difference and to be part of a dynamic and innovative staff team. We look forward to receiving your application and working with you on your own professional journey to excellence.

Best regards



Liz Anderson
CEO
Djanogly Learning Trust

Application Details

We are seeking an experienced IT Technician to join our team in providing high quality first line support to our staff and pupils across the Trust. You will be responsible for ensuring issues are dealt with efficiently and you will need to have a full driving licence and use of a car to visit our academies located in the City of Nottingham and Derbyshire (Ilkeston and Langley Mill).

How to Apply

Should you wish to apply for the post, please complete and return an application form along with a covering letter addressed to Janet Parker, Head of Governance and IT, which clearly demonstrates your suitability for this role. Applications can be submitted via email to hr@djanogly.org with "IT Technician" in the subject line, or by post, for the attention of **Janet Parker**, to the following address:

Djanogly Learning Trust
Sherwood Rise,
New Basford
Nottingham
NG7 7AR

Application forms

This job pack can be found electronically at <https://www.djanogly.org/working-for-us/>. Wherever possible, please provide email addresses for your referees.

Closing Date

Please ensure your application form arrives by, **9am, Monday 1 November 2021**.

Interview

Interviews for the role will take place on, **Wednesday 10 November 2021**.

General Data Protection Regulation

Our privacy notice can be found at www.djanogly.org/privacy-notice.

Safeguarding and Child Protection

Djanogly Learning Trust is committed to safeguarding and promoting the welfare of all children and expects all staff to share this commitment. All new staff with the Trust will be subject to an enhanced DBS check and all other safeguarding requirements in accordance with DfE legislation.

Senior leaders are all accredited Designated Safeguarding Leads who staff should refer any safeguarding concerns to straight away. All members of staff will receive training in line with our Safeguarding and Child Protection Policy.

Equal Opportunities

Djanogly Learning Trust welcomes enquiries from everyone and values diversity in our workplace. A commitment to promoting diversity and developing a workplace environment where all staff are treated with dignity and respect is central to our recruitment process.

Djanogly Learning Trust Job Description

Djanogly Learning Trust Vision

We believe that every child has the right to an education that gives them the best opportunity to succeed and prosper. We know that this takes great people, hard work and attention to detail. This is a considerable responsibility and we take it very seriously. Everyone within our trust is fully committed to learning. Our ethos is to be innovative in order to improve, to develop resilience in order to face challenges, and to strive for excellence in everything we do.

Job title	IT Technician
Hours and weeks	30 hours per week, term time only

Djanogly Values

Employees who demonstrate a commitment to our core values of Excellence, Resilience and Innovation will:

- Embody the belief that every child has the right to an excellent education and constantly strive to give every child the best opportunity to succeed and prosper through their contribution to the Trust
- Recognise and demonstrate the importance of working hard, showing resilience and paying close attention to detail to ensure every child achieves their best.
- Strive for excellence by demonstrating a commitment to innovation, engaging in CPD and constantly striving to improve provision and outcomes for pupils.

Djanogly Behaviours

Employees will demonstrate their professionalism and promote a positive culture by:

- Behaving in a professional manner at all times
- Developing professional working relationships with all colleagues and stakeholders, showing understanding and mutual respect in all aspects of their role
- Taking personal responsibility by paying attention to the small things to intercept issues before they become a larger problem
- Resolving any issues in a professional, calm manner, seeking support where necessary and always demonstrating kindness and respect for others
- Starting and ending the day with the same emotional constancy with every interaction.

Job Purpose:

This role will consist of providing outstanding 1st line technical support to your assigned academies, while supporting IT across the Trust where needed. You will maintain and develop the IT equipment within the Trust and provide expert technical advice. You will play your part in the team to ensure effective communication within the academies and to support teaching and learning. This position is at an intermediate technical support skill level and is perfect for someone with a willingness to gain experience in technical support, thrives on helping non-technical people and has the ambition to learn more and develop within Djanogly Learning Trust.

Job Responsibilities:

The overall responsibility of the IT Technician is to support their assigned academies as a 1st Line Technician being the first point of contact for any IT issues. Ensuring that all staff and pupils are able to use IT equipment to the best of their ability.

Although technicians are assigned academies, the Trust operates a central service which is managed via a helpdesk. Technicians are expected to support all the academies in the Trust when they are experiencing IT issues.

The post holder will be dealing with multiple requests at any one time so must be able to prioritise their work load and maintain excellent customer service and communication.

Main duties:

Technical ICT Support

- Perform IT support duties in line with 1st Line Support for your assigned academies
- Resolve IT helpdesk ticket issues in line with the Trust Service Level Agreement
- Installing and configuring hardware and software components to ensure usability
- Troubleshoot hardware and software issues
- Repair or replace damaged/fault end user devices liaising with appropriate supplier to provide resolution
- Install and maintain front of class technology e.g. Projectors/Interactive Panels
- Perform testing and evaluations on new software and hardware
- Create and maintain user accounts across Active Directory, Office 365 and G-Suite
- Maintain the printing requirement, print management, allowances and reporting
- Assist in diagnosing network issues and liaise with IT Team Leader to provide resolution
- Assist in diagnosing issues with third party applications and services and liaising with appropriate supplier to provide resolution
- Control and Safeguard user's internet experience using Remote Desktop management tools and web filters
- Install, Replace, Rewire, Patch networking cables to resolve infrastructure and connection issues
- Set up equipment such as laptops, projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
- Provide assistance to teachers, pupils and other members of staff on developing their use of ICT in school.
- Identify software, hardware and working practices required to fulfil the functional specification as defined by school staff.

Administration

- Ensure your time is managed well by using the helpdesk to balance workload between academies ensuring all tasks are tracked and closed once complete.
- Ensure routine tasks are carried out in line with the IT departments workflows and procedures documentation
- Maintain an up to date hardware asset register at each academy ensuring equipment has an asset tag and is recorded in the register.
- Complete an annual hardware audit
- Maintain an up to date inventory of ICT software and licenses within your assigned academies.
- Be aware of and operate in line with academy's IT development plans.
- Provide management with IT related information as required
- Develop and carry out a maintenance schedule for all computer hardware and software for each academy.
- Create and maintain technical documentation
- Work to and give guidance to others on the ICT acceptable use policy.

Network Security

- Ensure end user devices are fully patching and up to date and are supported by the vendor.
- Maintain Anti-Virus and Malware software ensuring that all computers across the trust are up-to date and adhering to the policies in place.
- Ensure academies are compliant with Cyber Security Essentials, reviewing security regularly including an annual audit.
- Be aware of Cyber Security Essentials and your responsibility in helping the Trust maintain certification.
- Promote the use of trust-wide best practices for IT security
- Ensure all duties carried out are in line with Cyber Security Essentials

Standard Duties

- To actively promote the equalities and diversity agenda in the workplace and in service delivery.
- To be familiar with "customer care", data protection and health and safety policies and raise awareness amongst staff and pupils.
- To improve one's own practice through training observation, discussion with colleagues and performance management.
- To keep abreast of current hardware and software developments and provide advice on the best product for a given task.
- To attend and participate in meetings within the school as required.
- Under the guidance of a teacher use specialist skills and experience to support individuals or groups of pupils working on practical ICT aspects.
- To work flexibly and undertake other duties of an equivalent nature that may be required by the head of the department from time to time.

Djanogly Learning Trust General Requirements:

Policies and procedures

You will comply with all policies and procedures at all times which include:

- ensuring the safeguarding of young people by adherence to the child protection and safeguarding policies.
- ensuring all equality, diversity and health and safety requirements are upheld in the performance of your duties.
- ensuring you comply with the Trust's Staff Behaviour policy, including outside of work where applicable.

Professional Development

- You are required to undertake professional development as part of your job description. This includes contributing to regular 'check ins' and Journey to Excellence reviews with your J2E reviewer, proactively seeking professional development to improve your performance.

This job description is not a complete description of the role, as you are required to undertake any other reasonable duties as directed by the academy leader and the leadership team.

Djanogly Learning Trust Person Specification

In order to be considered for interview all essential criteria must be met.

JOB TITLE	IT Technician
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Requirements	Essential	Desirable	Short listing criteria
Qualifications			
Educated to GCSE standard (English and Maths grade 4 or above) or equivalent,	X		X
Educated to A level Standard		X	
MTA/MOS		X	
Knowledge/Experience			
Be able to demonstrate end user support for devices	X		X
Be able to demonstrate office and admin skills	X		X
At least one years' experience of working within a support role, supporting end users. (preferably in a school environment)		X	
Networking Administration & Troubleshooting		X	
Wireless Systems Administration & Troubleshooting		X	
VoIP system Administration & Troubleshooting		X	
MIS Administration & Troubleshooting		X	
Papercut Administration & Troubleshooting		X	
G-Suite/Office365 Administration & Troubleshooting		X	
Azure Administration & Troubleshooting		X	
Software Configuration & Deployment		X	
MDM Administration & Troubleshooting using Meraki & InTune		X	
Experience of enterprise Anti-Virus Deployment & Troubleshooting		X	
Experience of using Service Support Desk (helpdesk)		X	
Experience of using Remote support tools, Senso/Impero or equivalent		X	
Knowledge and understanding of safeguarding requirements in schools		X	

Attitude and Commitment			
Ability to be self-motivated and pro-active in managing own workload, functioning effectively under pressure to deliver work to deadlines and to a high quality standard.	X		
Flexible approach, willingness to accommodate business needs	X		
Commitment to developing own skills through appropriate training	X		
Demonstrate the ability to maintain an up to date knowledge of technical aspects of the role.	X		
Capable of providing simple, innovative solutions to potentially complex challenges	X		
Communication and Team work			
Ability to work constructively as part of a team	X		
Team player, leading, guiding and working towards the aims of the department.	X		
Ability to communicate well and build good relationships with all stakeholders (for example - students, staff, suppliers and other professionals)	X		
Excellent verbal and written communication skills	X		
Work to promote good relations			
Recognition of the importance of personal responsibility for Health & Safety	X		
Commitment to the Trust's ethos, aims and its whole community	X		
Customer Service			
Ability to be impartial, non-judgemental and display high levels of professional integrity	X		
Focused on providing a quality customer service approach and also capable of developing that ethos with colleagues	X		
Personal Qualities			
Belief in the values and behaviours of DLT	X		
Evidence of continuing professional development	X		
Commitment to equal opportunities and diversity in the performance of duties	X		

Overview of the Trust

Djanogly Learning Trust is a dynamic Multi Academy Trust based in the East Midlands. Our Trust group is committed to providing high quality education for all our children, regardless of their backgrounds. Our track record demonstrates our ability to deliver on our core purpose; achievement for every child. Our portfolio of schools serve a range of communities, all have their challenges but all are fully inclusive and firmly believe that where a child starts out in life should not determine what they can achieve in their lives.

Our values are central to the strong, positive ethos that we share throughout our family of schools. This approach focusses on securing success for all our learners and providing them with the very best life opportunities. We believe nothing is more important than making a difference for our children. We are proud to bear the name of our founding sponsor Sir Harry Djanogly. Sir Harry is a great supporter of education and the arts, his textile business was based in the East Midlands and he remains committed to the region despite now living in the capital.

Our Vision and Ethos

We believe that every child has the right to an education that gives them the best opportunity to succeed and prosper. We know that this takes great people, hard work and attention to detail. This is a considerable responsibility and we take it very seriously. Everyone within our trust is fully committed to learning. Our ethos is to be innovative in order to improve, to develop resilience in order to face challenges, and to strive for excellence in everything we do.

Innovation

We believe it's vital to look for new and creative approaches in order to maintain our ongoing commitment to improving our teaching and learning provision. We strive tirelessly to achieve the best, are not afraid to take risks and are never complacent. All of our staff are actively encouraged to look for improved ways of working and to promote an atmosphere of trust.

Resilience

We believe it's crucial for both children and adults to develop a strong sense of self in order to succeed in challenging times. Our mission is to ensure that our children and staff have the independence to work things out for themselves, the confidence to ask for help when they need it and the courage to never give up.

Excellence

We believe that everyone deserves to experience excellence. Our organisation is ambitious and we endeavour to support all our children and staff to reach their full potential. We commit to delivering high quality professional support at all levels as part of our journey to excellence. By providing this excellence in teaching and learning, we ensure that all our children have the necessary knowledge and skills to succeed.

Achievement

Learning is at the very heart of everything we do. We believe that academic success provides the foundation that allows all children the opportunities to make the most of their lives and the opportunities available to them.

Exciting, engaging and inspiring lessons lie at the centre of our curriculum and we constantly strive to provide every child with the very best educational experiences.

Should a child require additional support, a range of services are available to ensure every child's success, whatever their individual educational needs.

Djanogly City Academy



Originally one of the first City Technology Colleges in the country, DCA is a 7-form entry secondary school in Nottingham. It is based across two sites 5 minutes apart; Sherwood Rise site for years 7 and 11 and Gregory Boulevard site in Hyson Green for years 8-9-10. We plan to extend our post-16 provision from September 2023. Judged 'Good' by Ofsted in 2018, our scholars make significantly better progress than national average.

Djanogly Northgate Academy

Northgate is a 2-form entry primary school in New Basford, Nottingham and a founding member of Djanogly Learning Trust in 2011. A popular and over-subscribed school where everyone is valued, they have been judged consistently 'Good' since 2009.



Djanogly Strelley Academy



Strelley is a 2-form entry primary based to the north of Nottingham. It has gained a strong reputation locally for its support for some of our most vulnerable children and their families. It was judged 'Good' in 2017 and strives to be a school where everyone is recognised, welcomed and respected.

Djanogly Sherwood Academy

Sherwood shares our Sherwood Rise site with Djanogly City Academy. It is a 2-form entry primary with provision for children from 2 to 11 years. It was established in 2014 to provide high quality education provision for the growing local community. Judged 'Good' in 2018 in partnership with Northgate it has strong support from its diverse community where everyone belongs.



Springfield Academy



Springfield is a single form entry primary in Bulwell, north Nottingham. The school moved to a fantastic new building in 2017, with improved resources and environment for all the children and particularly the youngest. Springfield knows that success comes through cooperation; we do better working together.

Langley Mill Academy

Langley Mill is a 3-form entry junior school in Langley Mill, Derbyshire. It has recently expanded from 2-form entry to cope with a rising demand for places at this popular community school. Langley Mill's motto is 'Live Laugh Learn' and they do plenty of all three.



Laceyfields Academy



Laceyfields is a small infant school in Langley Mill, catering children from 3 to 7 years. They joined the Trust in 2019 to ensure that their children could benefit from being part of something bigger. This has helped them to provide an even broader range of opportunities to achieve their ambition to 'Help Little Minds Grow'.

Kensington Junior Academy

Kensington is a 2-form entry junior school in Ilkeston, Derbyshire. They actively promote a culture where children care for themselves and each other, for their school and their community, and where they can develop as happy, responsible and self-disciplined members of society.

