

Senior Trust IT Technician Vacancy Information Pack



Mater Ecclesiae
Catholic Multi Academy Trust

'One Family in Christ'



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CEO Welcome

Thank you for your interest in the role of Senior Trust IT Technician at Mater Ecclesiae Catholic Multi Academy Trust.

It gives me great pleasure and excitement to welcome you to our growing, dynamic family of Catholic schools. Mater Ecclesiae is one of three Catholic multi academy trusts created by the Diocese of Lancaster to play an important part in shaping Catholic education across the Diocese.

The Trust currently consists of nine primary schools and one secondary school. In line with the Bishop's vision for schools across the Diocese of Lancaster and following a hugely successful first year, we are due to grow to 17 schools this calendar year, when we will be delighted to welcome seven more primary schools into the Trust. When fully-formed, the Trust will consist of 20 primary schools and 3 secondary schools covering the Preston and rural Preston area.

This is a fabulous opportunity for a talented and experienced professional to join us and work with a fantastic group of committed leaders and staff who believe passionately in education and working to improve the life chances of our children and young people. All primary schools currently in the Trust are rated 'Good' by Ofsted, providing a strong foundation of expertise and talent on which to build a comprehensive IT and communications strategy.

The Trust currently serves 2700 pupils and employs over 400 staff across our schools. The context of our schools means almost half of our secondary pupils and a third of our primary pupils experience challenges based on socio-economic and deprivation-associated factors. Our aim is to expertly deliver an ambitious Catholic curriculum that opens hearts, broadens horizons and accelerates social equality.

The core principles of the Trust are to educate the whole person, striving for excellence and working together as 'One Family in Christ', serving others. Through collective responsibility, united in our Catholic faith, the Trust strives to enable each school to thrive spiritually, academically and financially so that all of the children and young people develop a sense of 'compassion, confidence and community' and reach their full potential by realising their God-given talents.

Our Trust works in partnership as one family of schools, whilst maintaining and celebrating the uniqueness of each individual school and the community it serves. Our core values of Compassion, Confidence and Community underpin all of our relationships; between staff, pupils, families, parishes and local communities.



Yours faithfully,



Peter Duffy

Chief Executive Officer

CFO Welcome

Echoing our CEO's introduction, thank you for taking the time to read this information pack. I hope that it communicates the journey our Trust is just beginning.

Do you have a sense of adventure and relish the thought of being part of these foundations and creating a new team? If so, we'd love to hear from you.

The Role

We are looking to recruit our founding Senior Trust IT Technician, who will be key in directly supporting Schools in the Preston area.

Led by the Trust's IT Business Partner, you will ensure that day-to-day IT infrastructure and support systems function optimally, and maintain a safe and secure IT environment for our pupils, colleagues and wider community. You will work closely with School staff as well as the newly-formed central team to ensure we provide a seamless, integrated and high-quality service.

You will have the opportunity to be involved in Trust-wide projects, as we embark on our journey to streamline our infrastructure and migrate all services and data to the cloud. With exposure to a range of technologies, this is a broad role with opportunities to contribute to the development of our IT platforms.

It is essential you have relevant experience of working in Schools, and it would be helpful if you have experience of resolving complex issues across multiple sites. You will be resilient and thoughtful in your approach to relationships you build. We care for and support each other – we work hard, share ideas, and crucially, listen.

You will need to be happy to roll your sleeves up whatever the challenge, and enjoy the fact that no two days are the same. We want imagination and ingenuity as much as the technological expertise you will bring.

How we work

You will spend the majority of your time in schools in the Preston area, and working with the Trust IT Business Partner at our office on Caxton Road in Fulwood (Preston). It has ample parking and excellent transport links, and a number of shops and local amenities within walking distance. You will also have the opportunity to spend some time working at home.

If you would like to find out more about us, the role, and to help you decide whether this position is right for you please do get in touch for an informal chat. It is extremely important to us that this pack gives you a clear insight into our organisation, the qualities we are looking for, and who we are as we aim to make the very best appointment possible.

I look forward to receiving your application.

Heather Hickman

Chief Financial Officer



Diocese of Lancaster



Our Vision

We are **'One Family in Christ'** delivering the Catholic mission of the Diocese of Lancaster and serving the family of Catholic schools in the Preston area, under the patronage of Mary the Mother of the Church - Mater Ecclesiae.

Our vision is to work together to meet the needs of all and strive for excellence. Within our family, members of our community are loved and valued as unique individuals, made in the image of God. They are respected and cherished and given every opportunity to grow together.

As **'One Family in Christ'** we embrace, celebrate and inspire our diverse communities to achieve their full potential.

Our Values

One family in **Compassion**
One family in **Confidence**
One family in **Community**



One Family in Christ

Trust Information

Governance Structure

Members

The Bishop of Lancaster, The Episcopal Vicar of Education and Formation, Lancaster Diocesan Trustees

Trust Directors

10 Foundation Directors

Local Governing Bodies



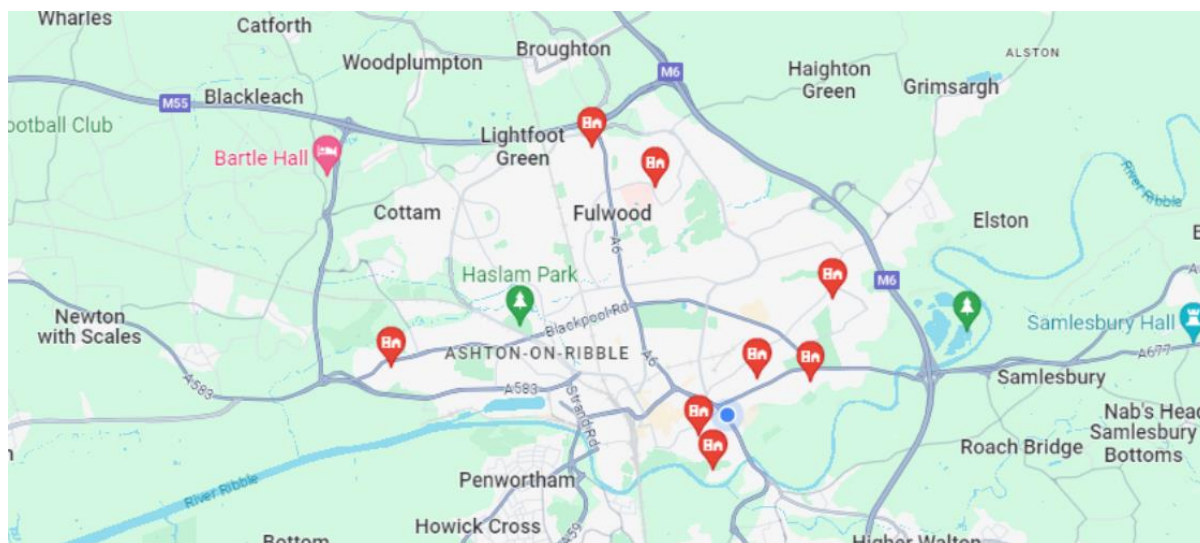
Executive Leadership Team

Chief Executive Officer, Chief Finance Officer, Director of Primary Education

Trust Development Priorities



Our Schools



Current Schools (in alphabetical order)



Alston Lane Catholic Primary School
Longridge, Headteacher: Mr Mark FitzGibbon



St Bernard's Catholic Primary School
Preston, Headteacher: Mr Roy Turner



Christ the King Catholic High School
Preston, Headteacher: Mr Simon Corless



St Clare's Catholic Primary School
Preston, Headteacher: Mrs Rosalie Wroblewski



Our Lady & St Edward's Catholic Primary School
Preston, Headteacher: Mrs Karen Woods



St Joseph's Catholic Primary School
Preston, Headteacher: Mrs Catherine Monaghan



Sacred Heart Catholic Primary School
Preston, Headteacher: Mrs Lucy Scanlon



St Teresa's Catholic Primary School
Preston, Headteacher: Mr James Kay



St Augustine's Catholic Primary School
Preston, Headteacher: Mr John Entwistle



The Blessed Sacrament Catholic Primary School
Preston, Headteacher: Miss Kelly Hannah

Schools joining this year



St Mary & Michael's Catholic Primary School
Garstang, Headteacher: Mrs Luena Archibald



St Mary & St Andrew's Catholic Primary School
Barton, Headteacher: Mrs Sarah Roach



St Ignatius's Catholic Primary School
Preston, Headteacher: Mr Chris Hough



Job Description

Senior Trust IT Technician

Job title:	Senior Trust IT Technician
Responsible to:	IT Business Partner
Location:	Hybrid – Trust Schools, central office (Fulwood, Preston), and occasionally home based
Contract:	Full time, full year
Salary range:	£31,067 – £35,235

1 JOB PURPOSE

Responsible for the delivery of day-to-day support of IT Services to our Trust Schools in order to facilitate pupils' and colleagues' effective learning, and cyber safe work environments. Be the main contact for School based staff in resolving technical issues and requests promptly. Support the IT Business Partner to deliver IT strategies and projects, ensuring that the provision of IT is in line with Trust policies, and complies with statutory requirements. Work with School and central Trust teams to ensure excellent communication is maintained across the Trust.

JOB SUMMARY

- 1.1 Responsible for the day-to-day operations of IT services in School environments in line with the Department for Education's Digital and Technology Standards
- 1.2 Ensure that helpdesk support operates smoothly and efficiently
- 1.3 Support the implementation of new systems and processes in line with Trust IT strategies
- 1.4 Support the delivery of projects across the Trust
- 1.5 Delivery of training to Trust staff
- 1.6 Maintaining IT equipment, safe storage and record keeping across the Trust
- 1.7 Maintaining safe, secure and resilient IT environments for staff and pupils
- 1.8 Support the provision of regulatory information to external stakeholders

2 MAIN DUTIES AND RESPONSIBILITIES

- 2.1 Promote and safeguard the online safety of pupils and wider communities
- 2.2 Build and maintain positive relationships with School and Trust colleagues, and external partners, acting as an expert advisor
- 2.3 Support Trust School colleagues, pupils and external partners in person, in a range of settings
- 2.4 Independently resolve day to day issues relating to software and hardware
- 2.5 Ensure all IT service requests and incidents are logged, tracked, and resolved in a timely manner
- 2.6 Act as the point of escalation for local complex IT problems or incidents that cannot be resolved in conjunction with the IT Business Partner
- 2.7 Configure and install hardware and software, and maintain existing installations
- 2.8 Support the purchasing of equipment and services, in line with Trust policies, strategy and statutory requirements
- 2.9 Support the delivery of formal and informal training in a range of settings

- 2.10 Support the development of and continual improvement of knowledge base articles for staff and students
- 2.11 Support the maintenance, updating and monitoring of School and Trust websites
- 2.12 Support the management of service level agreements with external organisations providing IT services directly to Schools and to the Central Trust Team

3 PERFORMANCE, SECURITY AND COMPLIANCE

- 3.1 Responsible for day-to-day management of infrastructure, such as servers, switching, cloud-based platforms, and other systems such as VoIP telephony
- 3.2 Perform advanced diagnostics, maintenance, upgrades and updates for hardware and software, ensuring minimal disruption to services
- 3.3 Identify recurring IT issues or system improvements, providing recommendations to prevent future disruptions, highlighting these to the IT Business partner
- 3.4 Support the implementation and monitoring of disaster recovery and backup processes to safeguard against data loss and ensure cyber security measures are implemented
- 3.5 Regularly monitor IT systems and services to ensure optimal performance and user satisfaction
- 3.6 Monitor and manage user access controls, network security, and data protection across the network, including the creation and removal of users
- 3.7 Working with external organisations to monitor, maintain and troubleshoot systems such as CCTV and site door access
- 3.8 Work with the IT Business partner to ensure compliance with IT policies and procedures, including data protection and security protocols
- 3.9 Maintain and develop accurate documentation for each site such as asset registers including software and hardware
- 3.10 Manage the collection of redundant IT and their waste management

4 OTHER RESPONSIBILITIES

- 4.1 Develop positive and effective working relationships with all colleagues, and external stakeholders, including new Schools as they join the Trust
- 4.2 Undertake regular training to update knowledge relating to all aspects of IT risk and technology updates
- 4.3 Attend and participate in meetings and general training required for the role
- 4.4 Support Trust wide initiatives and projects across a range of operations where IT support is necessary
- 4.5 Support Schools and central team in meeting internal and external requirements for information relating to audits
- 4.6 Maintain strict confidentiality and data protection in line with legislation and Trust policies
- 4.7 Ensure data is managed and stored appropriately in line with legislation and Trust policies
- 4.8 Supervise the work of junior IT colleagues, organising and delegating tasks and responsibilities
- 4.9 Undertake any other duties commensurate with the role as may be reasonably required
- 4.10 Support the Vision of the Trust, and as a senior colleague lead by example, encouraging staff and pupils to follow suit



Senior Trust IT Technician Person Specification

Ref	Criteria	Essential or Desirable	Assessment method
1 Qualifications			
1.1	Advanced certifications such as Microsoft, CompTIA, Cisco (CCNA/CCNP) or equivalent relevant experience in a technical role	E	A / R
1.2	Minimum Level 3 ICT qualification	E	
1.3	GCSE Maths and English at C or above	E	
1.4	Evidence of continuous professional development	E	
2 Experience			
2.1	Experience of supporting day-to-day IT operations in a School environment	E	A / I / T / R
2.2	Supporting a secure and up to date IT environment in a multi academy trust	D	
2.3	Experience of applying advanced network infrastructure knowledge in an educational setting, such as Subnets, VLANS, Switching and Wireless Access solutions	D	
2.4	Managing Microsoft 365 services, for example Entra ID, Intune, Exchange or Teams	D	
2.5	Working with and explaining technical information to non-IT colleagues	E	
2.6	Managing and responding to service requests using help desk systems	E	
2.7	Problem resolution for both hardware and software issues	E	
2.8	Purchasing and installation of IT software, hardware and infrastructure	E	
2.9	Supporting VoIP Telephone services	D	
2.10	Working in multi-disciplinary teams	D	
2.11	Experience of working with external organisations and stakeholders	E	
2.12	Meeting conflicting deadlines under pressure	E	
2.13	Line management of junior colleagues	D	
3 Abilities, Skills and Knowledge			
3.1	Up to date IT technical knowledge applied in an educational environment	E	A / I / T / R
3.2	Knowledge of Firewall and Filtering solutions	E	
3.3	Scripting knowledge, such as PowerShell or Command line	D	
3.4	Ability to communicate clearly and appropriately with a range of stakeholders, including non-IT experts	E	
3.5	Ability to work independently without supervision or direction	E	
3.6	Ability to maintain strict confidentiality	E	
3.7	Access to independent transport, and ability to travel independently for business purposes	E	
4 Personal qualities			
4.1	High standard of customer service and demonstrated effective team working	E	A / I / T / R
4.2	Highly organised, resilient and thrives under pressure	E	
4.3	Willing to undertake training and development in order to maintain current knowledge	E	
4.4	Professional, friendly approach to building relationships	E	
4.5	Demonstrate support for the Catholic ethos and Mission of the Diocese and Trust	E	
4.6	Commitment to the Equality Act 2010, safeguarding and child protection	E	
4.7	Commitment to a work life balance for your, and your colleagues well being	E	

A = Application, I = Interview, T = Task, R = References



Additional Information

Start date:	As soon as possible
Salary:	£31,067 – £35,235
Hours of Work:	Full-time, full year - 37 hours per week, 52 weeks per year. Actual hours to be agreed with the IT Business Partner
Contract:	Permanent
Pension:	LGPS
Expenses:	Work-related expenses will be paid per the relevant Trust policies
Annual Leave:	28 days per year, plus bank holidays, to be taken in line with deadlines. Rising to 34 days per year, plus bank holidays after 5 years continuous service.
Probation:	6 months
Notice Period:	8 weeks

Safeguarding Information

Introduction

Mater Ecclesiae Catholic Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people in its academies. The Trust complies with the statutory legislative requirements and guidance that seeks to protect children including 'Keeping Children Safe in Education Guidance'. In order to meet this responsibility, we follow a rigorous selection process to discourage and screen out unsuitable applicants.

Safer Recruitment

Job descriptions and person specifications make reference to safeguarding and child protection and all posts are subject to an enhanced Disclosure and Barring Service certificate (DBS). All advertisements include our safeguarding statement and commitment.

Application Stage

All applicants are scrutinised to verify identity and academic or vocational qualifications. Professional references are requested using our standard proforma for short-listed candidates; please let us know if we can approach your referees before interview.

As a minimum, references should be from the two most recent employments. References are checked against previous employment history and gaps in employment. Our standard reference proforma makes reference to suitability to work with children and young people. Professional references must be obtained from professional email addresses. The application form requires applicants to complete a disclosure of any criminal convictions.

Shortlisting

Only those candidates meeting the criteria outlined in the person specification will be shortlisted. Please note that only shortlisted candidates will be contacted; if you have not been contacted within 2 weeks of the interview date you have not been successful on this occasion.

Interview

Shortlisted candidates will take part in an in-depth interview and selection process. Candidates will be asked to address any discrepancies, anomalies or gaps in employment in their application form including their employment history. Candidates will be reminded of their responsibility to disclose criminal convictions that are subject to DBS checks if they have not already done so on the application. Proof of right to work in the UK must also be provided at interview.

Appointment

An enhanced Disclosure and Barring Service Certificate (DBS) will be required for all appointed posts and other pre-employment compliance checks will also be carried out. A fitness to work declaration will be required following appointment. Inclusion on the Single Central Record (SCR), barred list checks and prohibition from teaching checks will also be carried out. For leadership positions, section 128 checks will be performed. All staff will receive a comprehensive induction programme covering all aspects of safeguarding and health and safety.

Probation

All new staff will be subject to the Mater Ecclesiae probation procedure for a period of six months. The probation period is to enable the assessment of an employee's suitability for the job for which they have been employed which includes the monitor and review of the performance of new staff in relation to duties, skills, qualifications and experience outlined in the job description and person specification. This will also include an employee's suitability to work with children and young people and their commitment to safeguarding and child protection.

Equal Opportunities

Mater Ecclesiae recognises the value of, and seeks to achieve, a diverse workforce. Mater Ecclesiae takes positive steps to create an employment culture in which people feel confident of being treated with fairness, dignity and respect, irrespective of their differences. Mater Ecclesiae is committed to the elimination of unlawful discrimination and to the promotion of good relations between all.

General Data Protection Regulation

Mater Ecclesiae is committed to ensuring that the privacy of an individual is protected. By signing a contract of employment you will agree for the Trust to process your personal data, including "sensitive personal data" as defined in the General Data Protection Regulation (GDPR), for the purposes of the operation, management, security and/ or administration, as well as, complying with applicable laws, regulations and procedures. The information you provide (except Equality Monitoring Information) may be shared with partner organisations that provide services to the Trust. A full list of these organisations is available upon request from the Trust DPO.

How to apply

Prior to applying

If you are unclear about any aspect of the application process or you would like any additional information about Mater Ecclesiae CMAT or the role, then please contact us at:

recruitment@mecmat.org

Application process:

Please send your completed CES application form (available on the Trust website) to:

recruitment@mecmat.org

You will also be required to complete and submit a Recruitment Monitoring Form and a Rehabilitation of Offenders Act Disclosure form.

There are guidance notes supplied to assist in the completion of the forms (see applicant notes on our website).

Closing Date for Applications: 9am on Monday the 20th of January 2025

Shortlisting of Candidates: Week commencing the 20th of January 2025

Interview Date for Candidates: Week commencing the 27th of January 2025

Should you decide to apply, please confirm your availability for these dates when submitting your application.

References will only be taken up for shortlisted candidates. Please let us know if we can request references prior to interview.



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