

**Empowering futures:  
for a better tomorrow**



Join our team at Ivy Education Trust

# IT Service and Infrastructure Engineer

Scale 5, £30,518-£33,699 pa

37 hours per week (1.0 FTE), 08:30-16:30 Monday-Thursday & Fridays 08:30-16:00 for 52 weeks per year. Some flexibility over hours worked during term time is required to fulfil the responsibilities of the role

Working across our schools in Newton Abbot, Dawlish and Teignmouth

Permanent contract





## Welcome

Everything we do across our Trust is focussed on our mission to deliver a high-quality and inclusive education for our pupils.

As part of our central Trust team, you will have the opportunity to play a part in enabling our schools to achieve their ambitions.

We work across our schools to develop, deliver, and operate services that are fit for purpose, deliver value and enable us to maximise our impact for our pupils and the communities we serve both now and in the future.

Working with us, you will have the opportunity to make a real difference.

Please take some time to learn a bit more about us, the communities we service, and what makes us, us, our values.

We feel it is an exciting time to join us as we grow our service and learn together across our community of schools.

## Our Trust

Our vision and mission define our purpose.



**461 staff**      **3298 pupils**

**Our vision:**      **‘Empowering futures; for a better tomorrow’**

Our vision describes what we would like to accomplish. It is future focussed, setting our long-term goal for both pupils and ourselves. We believe that through our work we can change lives. This inspires and motivates us to be better every day.

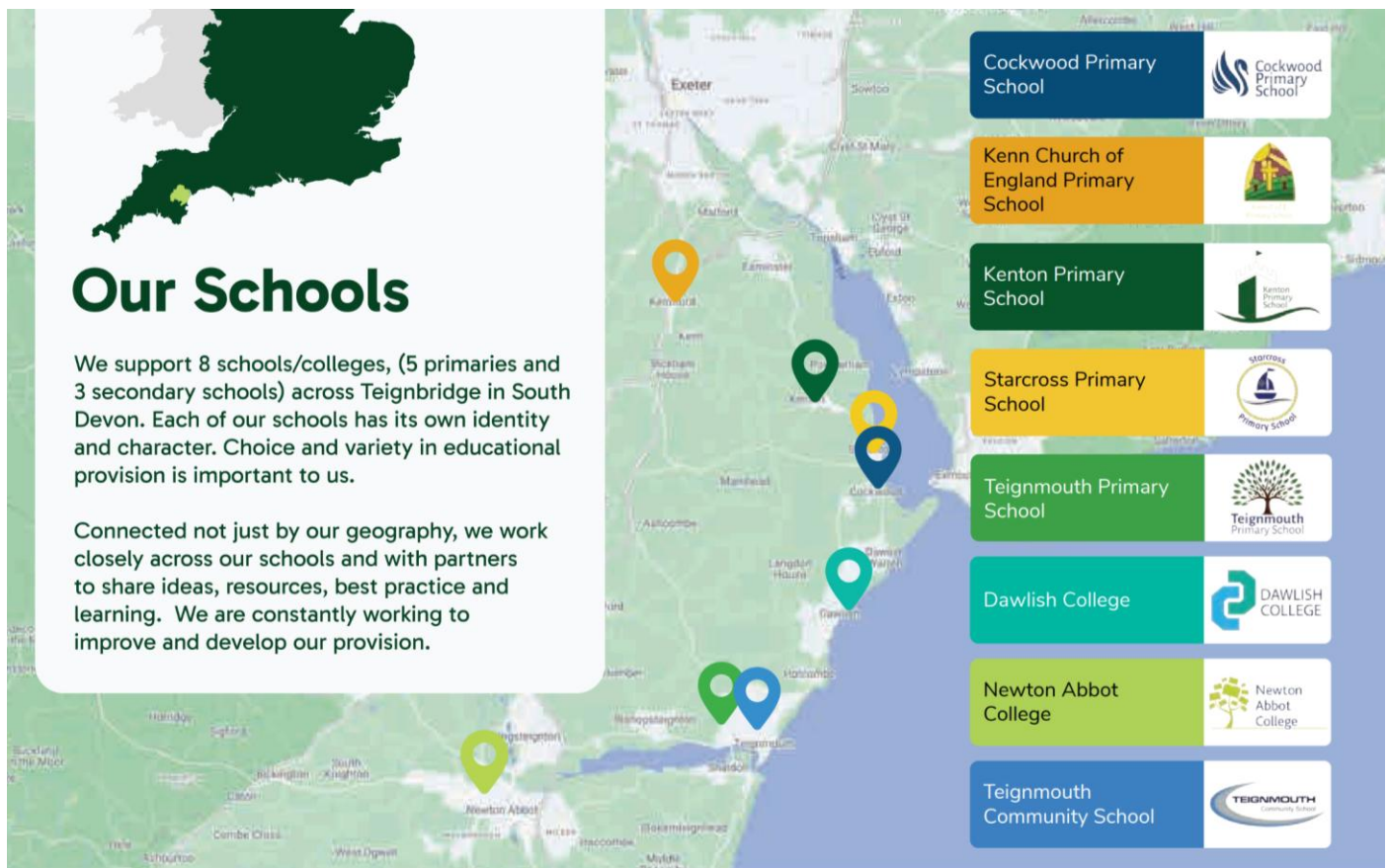
**Our why:**

Our mission describes why Ivy exists:

**‘To deliver an ambitious, high-quality, inclusive education’.**

**Our how:**

Our values are what makes us, us. Whilst our schools have their own unique identities, our values are what we have in common, they guide us in how we approach our work and empower us to be successful.



## Being Ivy. Our values:



Being Ivy. Through our behaviours we bring our values to life every day:

### Courage

- Be bold
- Take changes
- Seize opportunities
- Take ownership

### Compassion

- Listen to learn
- Be kind to self
- Be kind to others
- Take care of the world around you

### Collaboration

- Stronger together
- Support others
- Many schools; one Trust
- #TeamIvy

### Commitment

- Work hard
- Give it everything
- Be consistent
- Be accountable

If our values resonate with you, we would love to hear from you.

# The role: IT Service and Infrastructure Engineer

This is an exciting opportunity for someone with solid IT experience who's looking for that all-important second role. This is a role where you'll build on your skills, contribute to meaningful work, and be supported to grow professionally.

## Why join us?

- **Supportive culture** working alongside colleagues who are committed to providing excellent education opportunities to students
- **Purpose-led work:** Help shape the digital foundations of an organisation improving life chances for students across our schools
- **Learning:** A fantastic opportunity to develop your technical expertise in a collaborative environment.

## What you'll do

- Support and develop the school's and our Trust's IT services and infrastructure
- Be part of projects that have a real impact on students and staff
- Help ensure smooth day-to-day operation of networks, servers, and end-user devices
- Work closely with a small team to roll out new technologies and ensure systems are secure, reliable, and efficient.

## Where you will be based

You will work across our secondary schools in Newton Abbot, Dawlish, Teignmouth Community School and on an occasional basis at our Primary schools in Teignmouth, Kenn, Kenton, Starcross and Cockwood.

## About you

If you

- are eager to learn, improve, and contribute to a purpose-driven team
- have a strong customer focus
- have experience in an IT support role
- are a proactive problem-solver with a can-do attitude
- are comfortable working with Office 365, and device management
- and have experience of managing enterprise level cloud platforms (Azure, M365)

please do get in touch to learn more about this opportunity.

## We offer

- A role where your work really matters
- The opportunity to work in a team who are invested in growing the potential of others



- Competitive package with generous career average pension scheme with employer contributions of c. 17%\*
- 26 days holiday plus public holidays and closure days
- Ongoing professional development

*\*contributions set by the Local Government Pension Scheme*

If you're ready to use your IT skills to make a difference and grow in a supportive, values-based environment, we'd love to hear from you.

## How to apply

Please do take the opportunity to learn more about the role by viewing the detailed job description on the following pages.

To learn more about our schools please view [our schools](#)

The closing date for applications is Tuesday 24<sup>th</sup> February at 9.00am. Please do apply early as we reserve the right to close the advert on receipt of applications.

Interviews will on site at Teignmouth Community School.

**Please do apply now** or get in touch for an informal chat.

If you have any questions about this post or would like to arrange an informal chat about the role or a visit to the Trust, please contact us at [recruitment@ivyeducationtrust.co.uk](mailto:recruitment@ivyeducationtrust.co.uk)

We're totally committed to the safeguarding and welfare of all our pupils, and we expect you to be too. We follow safer recruitment statutory guidance (Keeping Children Safe in Education). If you're successful, you'll be required to complete thorough pre-employment checks, including an Enhanced DBS check and references that are satisfactory to our Trust. All posts in our Trust are exempt from the Rehabilitation of Offenders Act (ROA) 1974

## Job description

|                  |   |
|------------------|---|
| Post title:      | IT Service and Infrastructure Engineer  |
| School:          | Central Trust Team working across our schools in Teignbridge  |
| Working hours:   | 37 hours per week, 52 weeks per year. Some flexibility over hours worked during term time is required to fulfil the responsibilities of the role. |
| Salary grade:    | Scale 5 (16-22) <b>£30,518 - £33,699 pa</b>   |
| Contract type:   | Permanent   |
| Responsible to:  | Operations Manager, Director of Operations,   |
| Responsible for: | n/a   |

### Key purpose of job:

The key purpose of this role is to provide high-quality, pro-active customer-focused technical IT support and infrastructure services to staff and students on-site across our schools. The postholder will work to enable our core business operations, enabling student learning to remain at the centre of everything we do, always ensuring 'best value' and compliance with the appropriate procedures and policies.

To act as the key technical point of contact within the school(s) for escalated issues that cannot be resolved remotely by the central IT service desk.

To be responsible for the installation, management, maintenance, availability and security of the school's educational and administrative IT systems. This includes network infrastructure, a range of hardware and software platforms and all IT services that support the school community. You will support and maintain infrastructure solutions and services as directed and according to Trust policy and strategy.

To deliver exceptional customer service by responding to user needs on site in a timely manner to minimise disruption and maximise service and infrastructure up-time.

### Specific duties and responsibilities:

#### *On-site support & troubleshooting*

- Respond to request for ICT support in accordance with the Help Desk procedures and priorities, resolving issues within Service Level Agreements (SLA's) assigned by the helpdesk.



- Diagnose and resolve hardware, software, and network issues that require physical intervention.
- Assist users with classroom technology, including AV systems, teaching walls, interactive screens, and end-user devices.
- Support staff and students with the effective use of IT resources on-site.

#### ***Infrastructure & systems maintenance***

- Maintain, upgrade, and support school-based IT infrastructure including switches, access points, servers (if any), cabling and security.
- Ensure the school site's connectivity, security including screening, and systems are functioning optimally.
- Carry out routine checks and maintenance tasks as scheduled by the central team.
- Assist with local deployment of centrally managed solutions, including device imaging, software installations, and updates.
- Responsible for scheduled back up operations

#### ***Collaboration & communication***

- Work closely with the central IT team to ensure consistent delivery of IT services across the Trust.
- Liaise with third-party suppliers and contractors for on-site work as required.
- Provide feedback and information to the central service desk regarding recurring issues or site-specific needs.

#### ***Project support***

- Support the rollout of new infrastructure, devices, or services at the school site under guidance from the central team.
- Assist with site-level aspects of Trust-wide IT improvement projects.

#### ***Asset management & procuring IT consumables***

- Maintain accurate and current records of assets.
- Contribute to long term asset refreshment programme.
- Oversee the storage, allocation and replenishment of consumables.

#### ***Health and safety***

- To be fully aware of all relevant safety and security procedures
- To ensure all electrical safety standards are met
- To ensure all equipment meets Health and Safety standards.
- To comply with the Ivy Education Trust Health & Safety policies and statutory requirements as detailed in the Health & Safety at Work manual.

#### ***Key Relationships***

- Internal: All staff within the Central Team and any school, including Headteachers and Senior Leaders.
- External: Contractors, suppliers, and external agency professionals.

#### ***Working Environment & Conditions of the post***

- In support of the Trust's vision and ethos, the post may be required to travel and support staff at any school in the Ivy Education Trust.

#### ***Other duties***

- As part of the Central IT team, develop the capacity, capability and reputation of the Trust Digital and ITC service.
- Contribute to IT service improvement planning.



- To place the safeguarding of all children in the school as the highest priority.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the Trust's safeguarding policies. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS with barred list check.
- To make maximum use of opportunities to generate a culture of celebration and praise amongst the staff and pupils at our schools.
- To maintain an understanding of and work within Trust policies, procedures and statutory regulations, including in respect of health and safety, equity and inclusion, GDPR and data protection, safe use of IT, safeguarding children and safer working practices.
- To conduct oneself in a manner befitting a member of staff working in education at all times, demonstrating the behaviours and standards of our code of conduct.
- To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

*Please note – our Trust operates a Smoke-Free Policy, and all staff and workers are prohibited from smoking in any of the Trust buildings, Trust sites including enclosed spaces within the curtilage of buildings, and Trust vehicles.*





## Person specification

| Assessment criteria<br>Evaluated from application form (A) and / or interview (I)                  | Essential | Desirable |
|--|-----------|-----------|
| <b>Qualifications:</b>   |           |           |
| Qualification in IT or related discipline or equivalent experience (A/I)                           | ✓         |           |
| Microsoft certified (A/I)  |           | ✓         |
| <b>Experience:</b>   |           |           |
| Proven IT support experience working on-site in a business (A/I)                                   | ✓         |           |
| Experience of managing enterprise level cloud platforms (Azure, M365) (A/I)                        | ✓         |           |
| Experience of delivering IT support in the education sector (A)                                    |           | ✓         |
| <b>Knowledge:</b>  |           |           |
| Strong understanding of network security principles, VPN's and firewall configurations. (A/I)      | ✓         |           |
| Experience with Microsoft Intune and mobile device management (MDM) platforms. (A/I)               | ✓         |           |
| Network management (switches, routing, firewalls, Wi-Fi, servers). (A,I)                           | ✓         |           |
| Maintaining AV infrastructure such as projectors, TV's, digital signage, casting devices. (A,I)    |           | ✓         |
| <b>Skills:</b>   |           |           |
| Strong customer focus with a desire to solve problems and improve experience. (A,I)                | ✓         |           |
| Advanced troubleshooting and problem-solving skills for both networking and cloud platforms. (A,I) | ✓         |           |
| Clear verbal and written communication skills, able to convey advice clearly and concisely. (A/I)  | ✓         |           |
| Ability to triage workload and prioritise effectively. (A/I)                                       | ✓         |           |
| Ability to travel between school sites (A)   | ✓         |           |

*At Ivy Education Trust we are committed to safeguarding and promoting the welfare of children and young people and we expect all our staff and volunteers to share this commitment. All employees are expected to undergo Disclosure and Barring and employment checks.*

