



**THE HOWARD**  
Academy Trust

# Recruitment Pack

## IT Network Systems Technician



# Welcome to THAT

Thank you for your interest in joining The Howard Academy Trust. We are a family of 9 academies—4 primary, 4 secondary, and 1 alternative provision—working across Medway, Kent, and Bexley. As a Trust, we are committed to delivering the highest standards of education for all children and young people, regardless of their background.

Our vision, *"Working together to create a community of successful learners"* underpins everything we do. We firmly believe that every child deserves access to at least a good education, and we are proud that every academy within our Trust has maintained or improved its Ofsted rating. Notably, Temple Mill Primary School and Waterfront UTC made the remarkable journey from Special Measures to Good at their first inspection since joining us—a testament to the dedication and expertise of our staff.



At The Howard Academy Trust, we recognise that our people are central to our success. We are committed to supporting and developing our staff so that they, in turn, can provide an outstanding education for our students. Each of our academies serves its own unique community, and our role as a Trust is to provide the support, guidance, and collaboration needed to drive continuous improvement.

We are always looking for talented and passionate individuals to join our team. If you share our belief in the power of education and want to be part of an organisation that truly makes a difference, we would love to hear from you.



**Owen McColgan**  
**Chief Executive**  
The Howard Academy Trust



# THAT Benefits

The Howard Academy Trust is very pleased to offer our staff a vast range of benefits, both professional and personal, as we believe that our excellent teaching and support staff should be supported at work and rewarded for the great work they do.

 <p>Platinum Workplace Wellbeing Award</p>	 <p>Subsidised Private Healthcare</p>	 <p>Free flu jabs every autumn</p>	 <p>Employee Assistance Programme with Free Counselling</p>	 <p>Mental Health First Aiders in all schools</p>
 <p>Early finish for teaching staff on Fridays for CPD/PPA</p>	 <p>Multiple routes into teaching</p>	 <p>Opportunities for collaborative CPD</p>	 <p>Trust-wide training and networking events</p>	 <p>Career Progression and upskilling opportunities</p>
 <p>Bespoke in-house Into Leadership Courses</p>	 <p>LGPS/TPS Pension Scheme &amp; Generous Contributions</p>	 <p>Competitive salary with annual pay progression</p>	 <p>Early salary withdrawal with Access EarlyPay</p>	 <p>Minimum 25 days annual leave for full time staff, plus bank holidays</p>
 <p>Discounted hire of school facilities</p>	 <p>Cycle to work scheme</p>	 <p>Free car parking at each Trust site</p>	 <p>EV Charging across sites</p>	 <p>On site catering with a full lunch menu</p>
 <p>Discounted gym membership</p>	 <p>A diverse and inclusive workplace</p>	 <p>Staff referral scheme</p>	 <p>Flexibility for life events</p>	 <p>Annual Trust Awards</p>

We are happy to talk about flexible working.



# Our Family of Schools



The Howard  
School

**The Howard School**  
1,500 Pupils on Roll  
Located in Rainham, Kent



**Temple Mill Primary School**  
240 Pupils on Roll  
Located in Strood, Kent



Deanwood  
Primary School

**Deanwood Primary School**  
230 Pupils on Roll  
Located in Rainham, Kent



**Thames View Primary School**  
450 Pupils on Roll  
Located in Rainham, Kent



Waterfront  
UTC

**Waterfront UTC**  
370 Pupils on Roll Rated  
Located in Gillingham, Kent



**Miers Court Primary School**  
410 Pupils on Roll  
Located in Rainham, Kent



The Abbey  
School

**The Abbey School**  
1,100 Pupils on Roll  
Located in Faversham, Kent



**Hurstmere School**  
960 Pupils on Roll  
Located in Sidcup, London



The Rowans  
AP Academy

**The Rowans AP Academy**  
93 Pupils on Roll  
Located in Chatham, Kent

# Welcome to THAT Central Team

Thank you for your interest in working as part of our Trust Central Team. We are a forward-thinking and welcoming central team, and whilst we are comprised of multiple functions, we pride ourselves of working as one team.

Our Central Team is based at Waterfront UTC, in recently refurbished open plan offices. The site offers free parking, a canteen and is situated in an area with local shops and plenty of outdoor space for lunch times. We are pleased to offer hybrid working, which means that staff can work from home on Wednesdays and Fridays. We are a flexible team and are open to flexible conversations.



Our Central Team is ambitious, with a drive to provide the best service possible for our schools. We are keen to hear from individuals who want to be part of our vision and will exhibit our Central Team values. As an organisation, we invest in our people to be the best they can be, through professional qualifications, regular CPD and supportive line management. We look forward to receiving your application.

## About Our IT Department

- Established in 2022, our Central Services IT department is a small, but successful team
- We are based at Waterfront UTC but travel to our schools regularly as part of our roles
- We currently have a number of transformational IT projects being planned and delivered across our Trust



# Job Description

**Job Title:** IT Network Systems Technician

**Location** Trust Central Team

**Department:** IT

**Renumeration:** NJC C1 points 12-19

**Reporting to:** Head of IT

## Core Purpose and Scope

The holder of this post is expected to carry out the professional duties of a IT Technician as described below, as circumstances may require and in accordance with the Trust's policies under the direction of the Head of IT. This IT Technician role is then enhanced with additional duties and responsibilities which are more technical and infrastructure focused.

The Network Systems Technician role is responsible for installing, configuring, maintaining, and troubleshooting network infrastructure and related systems to ensure optimal performance and security. This role supports day-to-day network operations, assists with hardware and software upgrades, and provides technical support to end-users and other IT staff.

The post-holder is required to fully support the vision, ethos and policies of the Trust.

## THAT Vision & Values

As a Trust, our Vision and Values are achieved through:

- Excellent teaching and learning that promotes inclusivity;
- Regular opportunities for collaborative CPD to ensure best practice across academies;
- A proactive network for joint working across academies, for staff at various career stages;
- The highest standards of behaviour and conduct achieved through clear expectations and positive relationships;
- The unique character of each academy is valued and contributes to the THAT whole Trust ethos;
- Shared whole trust values of dignity, respect and ambition.
- High aspirations for all involved with the Trust;
- Each academy is a hub for its local community and families;
- Facing outwards and working in collaboration with other organisations and stakeholders;
- A centralised team that allows academies leaders to focus on their core purpose of education.

## Values and Behaviour

Support Staff play a vital role in assisting teaching staff to make the education of their students their first concern, and are accountable for achieving the highest possible standards in work and conduct. All members of staff must act with honesty and integrity; have strong knowledge within their field, keep their knowledge and skills up-to-date and are self-critical; forge positive professional relationships; and work with parents in the best interests of the students in the

school.

### **Personal and Professional Conduct**

The post holder should conduct themselves professionally at all times, treating pupils and staff with mutual respect, regardless of personal beliefs, in accordance with Trust policies and practices.

### **Purpose of the Job:**

The IT Network Systems Technician will primarily provide an effective and supportive service to help implement and maintain infrastructure equipment, connected network systems and software platforms for the Trust and its schools. There are also specific responsibilities for assigned academies where more general IT Technician roles and responsibilities must be undertaken. They will be expected to drive proactive administration and upkeep to the highest possible standard.

The IT Network Systems Technician will be expected to complete tasks conscientiously, led by the Head of IT. They will ensure that suitable support is provided for all IT equipment, provided or advised by The Howard Academy Trust or required by the schools.

Duties may vary from day to day according to the IT needs of the schools as detailed further below. The objective is always the maintenance of high standards of education for pupils and best value for the Trust.

The role will involve regular attendance at, and travel between, Trust schools.

## **Main duties and responsibilities (Accountabilities):**

### **General Operational responsibilities**

- IT support lead for assigned Trust Academies.
- Provide 1<sup>st</sup> and 2<sup>nd</sup> Line IT support to all stakeholders.
- Diagnose and resolve software and hardware incidents.
- Setup and install new equipment.
- Support and maintain school-owned technology.
- To ensure IT support is provided and delivered to designated schools.
- Ensure regular communication with the stakeholders.
- Contribute to specialist resources created by the Trust.
- Provide guidance and assistance to staff, students and IT staff.
- Ensure appropriate stock levels are maintained.
- Identify and undertake training where required.
- Adhere to School and Trust Policy.
- To ensure documentation and training is provided where appropriate.

### **Network Maintenance & Support responsibilities**

- Monitor and maintain LAN/WAN, wireless networks, and VPN connections.
- Perform routine network health checks and resolve connectivity issues.
- Configure and manage network devices such as switches, routers, firewalls, and access points.

### **System Administration**

- Assist in managing servers, storage systems, and virtualization platforms.
- Apply patches and updates to network and system components.

- Maintain accurate documentation of network configurations and changes.

### **Security & Compliance**

- Implement and monitor network security measures, including firewalls and intrusion detection systems.
- Ensure compliance with organizational security policies and industry standards.
- Assist in responding to security incidents and performing vulnerability assessments.

### **Project and further responsibilities**

- Report on equipment status;
- Assist the Trust Head of IT;
- Provide change impact assessments;
- Assist site teams with any projects involving cabling or IT equipment.
- Support with developing IT apprentices.

### **General accountabilities:**

- Ensure that output and quality of work is to a high standard and complies with current legislation/standards;
- So far as reasonably practicable, the post holder must ensure that safe working practices are adopted by employees;
- Undertaking such other duties as reasonably correspond to the general character of the post, at both school and Trust level.

The duties / responsibilities of this post may vary from time to time according to the changing needs of the Trust services.

### **Additional Duties:**

- All staff, with the support, of the academy's designated DSL, have a responsibility for providing and safeguarding the welfare of the children and young people.
- To be familiar with and support any health and safety procedures and ensure all duties and responsibilities are discharged in accordance with the academy's health and safety at work policy.

This job description does not form part of the Contract of Employment and is not necessarily a comprehensive description of the duties required but outlines the main responsibilities of the post. It will be reviewed regularly and may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the Academy at the reasonable discretion of the line manager.

An enhanced DBS check will be required for this post. The job description is current at the date shown, but, in consultation with you, may be changed by the Line Manager to reflect or anticipate changes in the job commensurate with the grade and job title. The successful candidate must have a commitment to safeguarding and promoting the welfare of children and young people.

# Person Specification

## Post: IT Network Systems Technician

Please refer to these requirements when completing the application. The person specification is related to the requirements of the post as determined by the job description.

Qualifications	Essential	Desirable	Measured
GCSE (or Level 2 equivalent) English and Maths at grade C or above (or equivalent) or considerable school IT experience.	•		A
CompTIA Network+, CCNA, Aruba Qualifications		•	A
M365 Administration		•	A
Experience	Essential	Desirable	Measured
A minimum of two years' experience in school IT Support.	•		IA
Software and classroom troubleshooting.	•		I
Configuration and maintenance of DNS, DHCP, WSUS, WDS. Domain and infrastructure management.	•		I
Controlling permission and sharing based controls.	•		I
Command line installation of software.	•		I
Installing and configuring of Windows Operating Systems including servers.	•		I

Backup and restoration of files.	•		I
Strong understanding of TCP/IP, DNS, DHCP, VLANs, and routing protocols.		•	I
Experience of working in the education sector.		•	IA
Software packaging.		•	I
iPad management.		•	I
Virtualisation.		•	I
Helpdesk ticket system.		•	I
Microsoft Intune/Endpoint Manager administration		•	I
Skills and Abilities	Essential	Desirable	Measured
Excellent organisational skills. Be calm, use initiative and remain focused under pressure and manage a wide range of situations.	•		IA
Work constructively as part of a team, understanding the Trust/school roles and responsibilities.	•		IA
Ability to build good working relationships at all levels within the Trust.	•		IA
Excellent logical problem-solving skills.	•		IA
Willingness to learn.	•		IA
Knowledge	Essential	Desirable	Measured
An understanding of the education climate and culture.	•		I
Understanding of the issues surrounding the safeguarding of children and commitment to child welfare and safety.	•		I

Personal qualities	Essential	Desirable	Measured
Solution focussed. Willing to travel to all schools within the Trust.	•		I
Commitment to safeguarding and promoting the welfare of children and young people.	•		I
Friendly and approachable manner.	•		I
Self-motivated.	•		I
Reliable and punctual.	•		I
Have access to a car and a valid UK driving License	•		IA

