



**Swale**  
ACADEMIES  
TRUST

**Central IT Technician**  
Central Support Services  
Information

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# Welcome

Welcome to Swale Academies Trust

A message from Gavin Bailey, Chief Finance and Operations Officer (Interim):

Thank you in your interest in this role within the Central Support Services Team at Swale Academies Trust.

The central team is pivotal to the successful running of the organisation and is focused on supporting the improvement of educational standards in all of our schools. All of the work carried out by the Central Support Services Team is in relation to the non-teaching and learning aspects of running a school. The vital work your new role entails allows Headteachers and school-based staff to focus on teaching and learning and improving student outcomes.

As CFOO, my role is to provide strategic oversight of operational services across all of our schools. The central team is well-established with an excellent track record of delivering improvement and value for money, and we continue to develop new ways of working to ensure we can effectively respond to the needs of each of our schools and continuously improve the support we offer.

We look forward to receiving your application to join our organisation at this exciting time.

Gavin Bailey

A handwritten signature in black ink, appearing to read 'G Bailey', written in a cursive style.

Chief Finance and Operations Officer (Interim)

# Job Description

**Job Title:** Central IT Technician  
**Grade:** SAT D  
**Responsible to:** Senior Regional IT Manager

## Responsibilities Include:

- **Support and maintain Schools Users:**
  - Travel to different schools in the Trust as required
  - Supporting the School Manager or Regional Manager for school tasks
  - Providing absence cover for school staff
  - Operating system install and setup
  - Support School users to meet the academic, pastoral and administration needs of the school or schools.
  - Checking and reporting on equipment levels
  - Assist with school website or internal site upkeep
  - Facilitating contractor arrangements
  - Password resets for school and Trust systems
  - Device handover, retrieval and repair
  - Maintaining accurate user accounts for on premises services
  - Updating networking documentation
  - Making active directory, software installation and group policy changes
  - Wifi/Lan and vlan issue investigation
  - Supporting schools with their asset management procedures
- **Support the Trust wide Central Systems:**
  - Support and maintain Trust owned technology
  - Monitoring and updating of Trust wide helpdesk queries, take responsibility on tasks or assign to relevant members of staff
  - Repair school owned equipment or arrange repair of equipment with 3rd parties
  - Ensuring appropriate permissions have been allocated for staff roles
  - Escalating issues to senior school or Trust Staff
  - Upkeep of Trust wide SCCM packages and Task Sequences
  - Deploying SCCM software installation and group policy changes
  - Administration of Google Workspace services, including user accounts, team drives, apps, rooms, groups, devices, calendars
- Following asset management procedures for addition, removal, repair and disposal
- School Website updates and support
- Write support documentation
- Ensure appropriate and required security is maintained
- Adherence and promotion of School and Trust Policy
- Assisting with quotations in line with Trust policy
- Visits to school sites to resolve issues
- Undertake training where required
- Assisting with strategic alignment

# Person Specification

Qualifications	Essential / Desirable
Educated to GCSE level	E
Google Foundations, ITIL, MCSA Qualifications	D
Google Workspace Administration	D
Knowledge and Understanding	
School Experience	D
Basic understanding of Networking	E
Core Networking (VLAN, Trunking, tagging)	D
Domain basics (AD, GPO)	E
Google Workspace Basics	E
Server Virtualization	D
Enterprise Wireless Management	D
Enterprise Phone Management	D
Helpdesk and task management operations	D
Understanding of Teaching and Learning priorities	D
Issues around safeguarding of children and child welfare	D
Experience, Skills and Attributes	
Installing and configuring Windows Operating Systems	E
Command line software install	D
Command line navigation and usage	D
Windows Permission and sharing control	D
Basic systems maintenance	E
Software packaging	E
Google Workspace Administration Basics	E
Basic website or Google site administration	D
Effective interpersonal skills	E

# Person Specification

Experience, Skills and Attributes	Essential / Desirable
Asset Management	D
Virtual Machine Resource Management	D
Ability to work independently and part of a team	E
Solutions focused approach	E
Ability to maintain confidentiality and Trust	E
Willingness to support the ethos and vision of the Trust	E



# Working for Swale Academies Trust

## Benefits

- Hybrid working
- Local Government Pension Scheme – with a generous employer contribution
- Salary Sacrifice Shared Cost AVC (Additional Voluntary Contribution) Scheme
- Enhanced Maternity Pay
- Employee Referral Recruitment Incentive
- Discounts with local and national retailers, cinemas and restaurants
- On-Site parking
- Access to training and development

## Well-Being

- Employee Assistance Programme – Wellbeing and advice
- Generous Holiday entitlement of 26 days (SAT A-E), 28 days (SAT F-J), 30 days (SAT K+) plus Public holidays
- Cycle to Work scheme

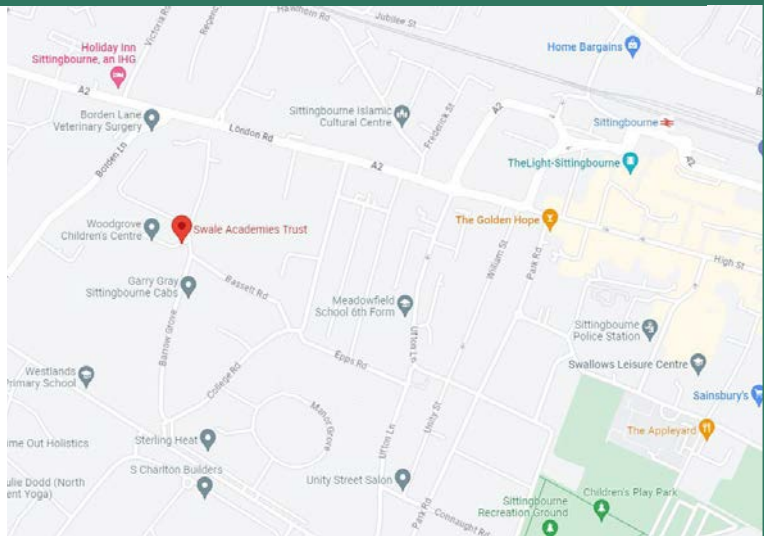
# Finding Us

**Swale Academies Trust**  
Ashdown House, Johnson Road, Sittingbourne, ME10 1JS

01795 905989  
recruitment@swale.at

**Closest Train Station: Sittingbourne Station**  
Approx. 15 minute walk

**Closest bus stops:**  
**The Coniston** (from Sittingbourne/Sheppey) - X3, 334  
**The King's Head** (from Medway/A249) - X3, 329





# Overview of Swale Academies Trust

Since its creation in September 2010, Swale Academies Trust has developed into one of the South East's leading Multi-Academy Trusts.

Our purpose is to develop good and outstanding schools and ensure the rapid improvement of schools with challenges.

As the Trust has grown and developed, we continue to ensure that effective school support and leadership is maintained. The Trust's approach to school improvement is based on a combination of CPD, capacity building and collaboration, with a relentless focus on teaching and pupil progress, in order to effect rapid and sustained improvements in outcomes for young people.

The Trust is an organisation which is driven by the belief that all children deserve a good quality education where they are seen as individuals and above all are exceptionally well cared for.

## Swale Academies Trust - Schools

### Primary

- Beaver Green Primary School, Ashford
- Istead Rise Primary School, Istead Rise
- James Dixon Primary School, Bromley
- Langney Primary Academy, Eastbourne
- Parkland Infant School, Eastbourne
- Parkland Junior School, Eastbourne
- Regis Manor Primary School, Sittingbourne
- Shinewater Primary School, Eastbourne
- South Borough Primary School, Maidstone
- Westlands Primary School, Sittingbourne

### Secondary

- Meopham Secondary School, Meopham
- Peacehaven Community School, Peacehaven
- The Eastbourne Academy, Eastbourne
- The Holmesdale School, Snodland
- The North School, Ashford
- The Sittingbourne School, Sittingbourne
- The Turing School, Eastbourne
- The Whitstable School, Whitstable
- Westlands Secondary School, Sittingbourne

## Central Support Services

- Human Resource Team
- Finance Team
- ICT Team
- Estate Management
- Governance and Communications



## **The Application Process**

Applications will only be accepted from candidates completing the appropriate application form. All sections of the form which are applicable to you must be completed as clearly and fully as possible.

Applications for our vacancies should be made through [Kent Teach](#). Links to the relevant Kent Teach advert page can be found within the advert on any other website that it is listed. Alternately, Application forms can be found on the Swale Academies Trust website or downloaded [here](#), and applications should be made by emailing a completed Application Form to [recruitment@swale.at](mailto:recruitment@swale.at).

Please note CVs will not be accepted in place of a completed [application form](#).

Swale Academies Trust schools will conduct an online check of shortlisted candidates in line with the Keeping Children Safe In Education guidelines.

## **Safeguarding**

Our Trust has robust safer recruitment procedures to help prevent unsuitable people from working with children.

All individuals working in any capacity at our Trust will be subjected to safeguarding checks in line with the statutory guidance Keeping Children Safe in Education.

Swale Academies Trust will run an online check of shortlisted candidates.

## **Retention of information**

All information is stored securely and any information supplied by unsuccessful candidates will be destroyed through the confidential waste system after six months from the date of the interview, in accordance with our retention of records procedure.

## **Privacy Notice**

Please refer to the Trust's [Privacy Notice](#) for job applicants for information about how we use any personal data about them we hold.

Swale Academies Trust is committed to fostering a diverse and inclusive workplace where everyone feels valued and respected. We actively seek applications from individuals from all backgrounds and experiences.

# Central Support Services

*Our Vision, Behaviours for Success and Values*

## Our Vision

To be dynamic, innovative service professionals in the education sector, positively impacting lives for generations to come.

As a team we aim to be innovative and forward facing.  
We aim to be...

**AGILE**



This means we...

<b>A</b>	are keen to <b>adapt</b>	Together, we have a desire to <b>adapt</b> and improve. Being <b>adaptable</b> means we work flexibly and we foster a positive working environment where our staff feel supported to explore opportunities and be creative.
<b>G</b>	are always <b>growing</b>	As an organisation, we are both prepared and excited for <b>growth</b> . We believe that together we can do great things, and so we are ambitious and proactive when we plan for the future. We promote a culture of collaboration to achieve our wider goals and <b>grow</b> in our areas of expertise.
<b>I</b>	work with <b>integrity</b>	We ensure we operate with a strong work ethic and take pride in maintaining <b>integrity</b> . We work effectively by sustaining open, clear and honest communication with one another and our stakeholders. We are trustworthy in our actions, true to our word and can be relied upon.
<b>L</b>	are eager to <b>learn</b>	We advocate for continuous <b>learning</b> and development, and support our staff to expand their skill sets and achieve their professional ambitions.
<b>E</b>	<b>encourage</b> one another	Offering <b>encouragement</b> to one another allows us to build meaningful and supportive relationships that endure. We <b>encourage</b> one another to act with consideration, transparency and accountability.

**We value:**



