

# Trust 1st Line IT Support Technician

Life Education Trust, Romford

**Required:** July 2024

**Contract Type:** Permanent

**Scale:** 1.2 - 1.3 £25,854 to £26,238 p.a. inclusive of Outer London Allowance)

**Hours:** 36

**Working weeks:** 52

**Application Deadline:** 03/06/2024

## Building Great Learning Communities

Our Mission is 'To build great learning communities where children flourish'. To accomplish our mission, we keep our 3 core beliefs at the heart of everything we do: Courageous Optimism, Boundless Creativity and Heartfelt Compassion. We support our schools to deliver excellent pupil outcomes, create vibrant, exciting environments and offer rewarding careers for employees. To help us with this, we are looking to appoint a Trust 1st Line IT Support Technician to work as part of the central IT team, under the direction of the Trust IT Manager.

As a 1st Line IT Support Technician, you will play a pivotal role in ensuring the smooth operation of our technological infrastructure within the School Trust. You will be the first point of contact for all IT-related issues, providing timely and effective support to staff and students across multiple school sites.

### The successful candidate will have:

- Proficiency in troubleshooting hardware and software issues.
- Strong knowledge of Microsoft Windows, Google Workspace, M365 and Office Suites.
- Familiarity with networking concepts such as TCP/IP, DNS, DHCP.
- Excellent communication and customer service skills.
- Ability to work effectively both independently and as part of a team.
- Strong problem-solving skills and attention to detail.
- Ability to work with a range of colleagues
- Ability to prioritise workload and work effectively in a pressured environment
- Excellent spoken and written communication skills
- Be organised and efficient
- Valid UK driving license preferred to cover on-site school visits.

The successful candidate will be part of a positive environment, with dedicated and supportive colleagues who strive for excellence.

### In return we can offer you:

- Welcoming and friendly colleagues
- An approach that supports professional growth
- An all-inclusive and supportive Senior Leadership Team and Multi-Academy Trust
- Free flu vaccinations
- Access to the Schools Advisory Service (SAS) the Trust's employee well-being support and medical programme. This includes 24 hour a day access to a GP helpline for you and those within your household, a counselling service, stress management, weight loss programme, physiotherapy, menopause support and much more
- Cycle to Work Scheme
- Access to TES Development
- Links with the local community, including our charity partner, The Trussell Trust Food Bank
- Retail discounts
- Increased priority in admissions to our school for your child/ren
- Close proximity to the M25, Romford Railway Station (Elizabeth Line) and on a main bus route

### Applications:

Please forward your completed application form, together with a letter of application and supporting paperwork to [recruitment@lifeeducationtrust.com](mailto:recruitment@lifeeducationtrust.com) by **9am Monday 3rd June 2024**. Shortlisting and interviews will be conducted **w/c Monday 3rd June 2024**. A copy of the Trust's **Support Colleague application form** can be found on the Trust <https://lifeeducationtrust.com/>.

For further information about this role, please contact Vicky Smith, Trust People Manager via email at [recruitment@lifeeducationtrust.com](mailto:recruitment@lifeeducationtrust.com). Visits to the Trust are welcomed.

The Trust reserves the right to interview prior to the deadline date. We encourage and welcome applications from all backgrounds and all parts of the community, particularly people from ethnic minorities who are currently under-represented. LIFE Education Trust is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the DBS.

