



Applicant Information Pack

IT Systems & Helpdesk Manager

(Full Time/ Permanent/ Whole Year)

Closing Date: 12pm, Monday 2nd October 2023

Salary: £27,189 - £33,828





Direct Line: (01782) 854210
E-mail: HR@stokesfc.ac.uk

31 August 2023

Dear Applicant

IT Systems & Helpdesk Manager

Thank you for your interest in the above post. I hope this application pack and other documentation contains all of the information you need.

If, after reading the information, you are still interested in the post please complete an application form and return to HR@stokesfc.ac.uk. All candidates will be assessed against the information provided in the enclosed job description and the essential and desirable criteria outlined in the person specification, therefore, please consider the details in the job description and person specification carefully so that you know what the job involves and how you can match this in terms of your skills, abilities and knowledge. The information you provide in your application form and supporting information is the only information that we will have in deciding whether or not you will be shortlisted for an interview. **Please do not attach a curriculum vitae or additional sheets as these will not be considered.**

As part of the College's efficiency measures we do not send letters to unsuccessful candidates, therefore if you do not hear from us within one month of the closing date you may assume that your application has been unsuccessful.

If you require any further information or wish to discuss the post in more detail, please do not hesitate to contact me in the HR Department on (01782) 854210. A College Prospectus is available upon request.

Thank you again for your interest in the post and I look forward to receiving your completed application by 12pm, 2nd October.

Yours faithfully,

Mark Kent, College Principal

About The City of Stoke on Trent Sixth Form College

The City of Stoke-on-Trent Sixth Form College is an Ofsted graded GOOD college. As the first purpose built Sixth Form College in the country, for over 50 years we have been delivering post-16 education to students. We have helped over 30,000 young people reach their potential by progressing onto universities, great jobs, and varied apprenticeships. With a wealth of experience, we are experts in the field of providing high quality education for all. The College's mission is 'A caring community, delivering excellence and inspiring futures.'



With over 60 courses available, this education goes well beyond success in qualifications, encompassing a wide range of clubs, societies, trips, work experience and extra-curricular experiences to inspire and develop the wider skills of every student. In a team of over 185 staff we are devoted to preparing over 1800 students to achieve more, making a meaningful impact on the world.

We are committed to constantly improving the quality of teaching, learning and assessment and inspiring our students to achieve more. In October 2017, Ofsted Inspectors graded the College 'Good' with several excellent features and praised staff and students for creating a supportive learning community.

Stoke-on-Trent is a unique city affectionately known as The Potteries with lots to see visit and explore. The College is located at the heart of Stoke on Trent, adjacent to Stoke Railway Station providing excellent travel links, we are in easy commuter distance, within up to an hours travel time from Birmingham, Nottingham, Manchester to name a few.

In September 2017, the college became the founding member of [The Potteries Educational Trust](#). Since then we have continued to grow working with many educational institutions from Stoke-on-Trent, Staffordshire and beyond, improving outcomes for all children and young people in the region.

As a member of staff, you will be encouraged to develop your skills and experience by working in collaboration with members of our growing Trust and our extensive professional development programme.

Whatever the ambition and passion of our students, the City of Stoke-on-Trent Sixth Form College has outstanding facilities to support their learning and progression. These include:

- *A NEW Digital Centre (opened in 2021) which includes the higher education hub and state-of-the-art computing labs.*
- *A technical and vocational hub to accommodate T Level provision in Science, Health, Education and Business/Finance opening in 2022/2023.*
- *Shared usage of a specialist science Centre with university standard laboratories.*
- *High quality dance studio and performing spaces.*
- *Digital creative suites and art workshops.*
- *Sport and Leisure Facilities at Fenton Manor Sports Complex and Staffordshire University*
- *Refectory and coffee shop*



About The Potteries Educational Trust

The Potteries Educational Trust

Our focus is to provide the very best education for every child and young person within the Trust, offering a high quality, broad, academic education for the children and young people of Stoke-on-Trent, North Staffordshire and beyond.

Working with like-minded partners the Potteries Educational Trust centers on the development of the very best practice in teaching, learning and assessment. We will provide teaching and learning in a nurturing, supportive environment with a broad range of opportunities and extra-curricular activities available for all within the Trust.

The Potteries Educational Trust was formed in 2017. We provide education for children and young people from 4 years to 18 years and beyond. Our establishments include the City of Stoke-on-Trent Sixth Form College, Biddulph High School, Moorside High School and Werrington Primary School.

Our Vision

As a Learning Community, we share common values and principles which are embraced at every academy within the Trust. These values form the foundations of everything that we do and achieve as a Multi-Academy Trust with one outcome in mind, to create a caring community that delivers excellence and inspires futures.

We have dedicated and committed Members, Trustees and Local Governors with a wide range of educational and business experience. Each school and college has its own Local Governing Body so that decisions are made at a local level specific to the individual needs of each school. Each establishment has its own individual character and uniqueness. It is important for our Trust to celebrate our diversity whilst working to our common values and principles.

We offer a vast range of opportunities through the curriculum and extra-curriculum activities to develop our young people for life experiences and promote high aspirations. The Trust has extensive links with regional and national businesses and universities. We provide wide ranging continuous professional development opportunities for all staff.

We are proud of being a Trust that successfully promotes the highest of aspirations in all our students as evidenced by the multiple opportunities available to meet leading professionals and academics, explore their vocation, experience educational visits across the globe and apply successfully for the most competitive of destinations.

Our Values

- We strive for excellence in both academic achievement and life experiences to provide a rich education and opportunities beyond just a set of qualifications.
- We seek to inspire our children and young people, raising their aspirations to be the best they can be and to make a positive contribution to our local and national community.
- We believe in the added value of working partnerships across all phases of education and the benefits and opportunities it brings to our students and staff.
- We will maintain an open access policy ensuring that admission is not based on academic success, within the context of the available curriculum in each establishment.
- The Trust will promote a broad, holistic education for all our children and young people who seek to broaden their understanding of the world.
- All partners in the Trust have an equal place and will work together with honesty, transparency and fairness. We will learn from each other to add value to our practices and to the children and young people and communities we serve.

Our Principles

By working together and learning from each other to add value to our practices and to the children and young people and communities we serve, we will champion the following core principles:

- The safety and wellbeing of the children and young people we serve in every action taken by the Trust and its constituent members.
- A caring, community-centered ethos throughout the Trust, cherishing every individual child and young person.
- Excellence in academic terms but also in providing a broad education beyond qualifications – to be 'Outstanding' in all we do.
- We will ensure the effective use of resources for the benefit of all children and young people in the Trust.
- We are committed to every child and young person in the Trust; we celebrate diversity and will work to narrow any gaps in aspiration, achievement or attainment within our community.

Our Employee Benefits

- The College offers a Pension Scheme for all our employees to access in order to help plan for their retirements.
- We are committed to offering flexible employment opportunities enabling staff to strike a sensible balance between home and work life. Wherever possible, we are open to discussing a range of flexible working options including reduced/compressed hours; remote working; flexible start and finish times.
- We offer a robust and supportive induction, peer support and a comprehensive programme of professional development, we pride ourselves on the achievements of our colleagues as professional members of our community. We offer dedicated training days for all staff and support employees in attending external courses and gaining professional qualifications where permissible.
- Employees are entitled to register for our cycle to work and computing schemes, where you are able to purchase bikes and the latest IT equipment and mobile phones with convenient monthly payments automatically deducted from your salary. Make NI savings and spread the cost over a period of 12 months.
- We have an employee assistance programme which is available to all staff and immediate family members. As part of this, employees have access to our health and wellbeing portal, provided by Health Assured, which includes free face to face counselling and telephone support for a whole variety of issues, worries and concerns.
- The College offers Occupational Maternity, Paternity and Adoption Schemes where you may be entitled to enhanced occupational leave and pay.
- The College offers generous annual leave entitlement to all whole year Support Staff with a minimum of 22 days to a maximum of 33 days plus 3-5 local days at Christmas and 8 bank holidays. All entitlements are pro-rata for part time positions.
- Free eye tests and discount vouchers available to use at Specsavers.
- The college has an on-site Canteen area as well as a Costa Coffee Shop. There are various seating areas where you can sit and enjoy your breaks and visitor/team meetings etc. This includes the refectory, Costa café area and a decking area outside. In the summer this is a great facility to enjoy the sunny weather and also have a BBQ.



health assured

A CARING COMMUNITY, DELIVERING
EXCELLENCE AND INSPIRING FUTURES

The City of Stoke on Trent Sixth Form College is a thriving, lively and successful Sixth Form College, at the heart of the University Quarter in Stoke on Trent. The College is part of the Potteries Educational Trust working collaboratively with educational institutions from across Stoke on Trent and Staffordshire. The College is currently graded Good by Ofsted.

We have fantastic opportunities for innovative, ambitious and committed individuals to join our college at a time of exciting curriculum initiatives and developments. The successful applicants will join the college at a time of growth and opportunity. To deliver our expanding provision, the college has invested in:

- A state of the art digital facility that opened in November 2020
- A specialist facility to accommodate T Level provision in Science, Health, Education and Business/Finance opening in 2022/2023
- Specialist equipment that enables teachers to provide high quality learning and skill development experiences for our young people.

We are actively seeking people with passion, expertise and who are excited about supporting students on their career journey.

(Full Time, Permanent, Whole Year)

Benefits include enhanced annual leave, pension scheme, CPD opportunities, free on-site parking. We are currently seeking an experienced and knowledgeable IT Systems and Helpdesk Manager to join our team at a reputable sixth form college in Stoke-on-Trent. The successful candidate will have the responsibility of maintaining and improving the IT systems, ensuring its smooth and efficient operation, and providing support to both staff and students.

This position will primarily focus on managing the day-to-day administration of College systems and network infrastructure, including SQL support for MIS systems and Microsoft 365 technologies. You will also support the IT leadership team with product upgrades, Trust project implementation, and system integrations.

As the IT Systems and Helpdesk Manager, you will adopt a proactive approach to oversee and develop the IT Helpdesk. This will involve providing engaging support to staff and students, conducting training sessions to enhance existing digital capabilities, implementing innovative solutions, and appropriately triaging/escalating helpdesk tickets. Working as part of an enthusiastic and energetic IT Services team, you will contribute to the College's objective of supporting Teaching & Learning. Additionally, your expertise in SQL will play a key role in enhancing core business functionality and implementing the College's Digital Strategy.

If we receive a high volume of applications, we reserve the right to close any vacancies from further applications. Please ensure you apply without delay if you wish to be considered for this role.

For further details and an application form please visit the College's website: www.stokesfc.ac.uk, or email HR@stokesfc.ac.uk. Alternatively, telephone HR on 01782 854210.

The College is committed to Equal Opportunities. Applications are particularly welcome from members of the ethnic minorities who are currently under represented at the College.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. In line with Keeping Children Safe in Education, an online search will be conducted as part of our due diligence checks on all short-listed candidates. An enhanced DBS Disclosure will be required prior to taking up an appointment with the Trust.

Job Description

IT Systems & Helpdesk Manager

Full Time, Whole Year, Permanent

SALARY: £27,189 - £33,828

LOCATION: City of Stoke on Trent Sixth Form College (and other Trust sites as required)

REPORTS TO: Trust IT Manager/IT Leadership Team

This job description is not a comprehensive definition of the post. Discussions will take place on a regular basis to clarify individual responsibilities within the general framework and character of the post as defined below.

This role will be predominantly based at the City of Stoke on Trent Sixth Form College however, the role may involve some cross-Trust responsibilities and as such is a role which supports IT systems, services and learning technologies across the Potteries Educational Trust as required.

POST OBJECTIVE

The role of IT Systems and Helpdesk Management entails providing knowledge, experience, and day-to-day administration of Applications & Network. This includes supporting the college IT leadership team with product upgrades, project implementation, and system integrations. The position also involves taking an active approach to manage and develop the IT Helpdesk, delivering support to staff and students. This includes conducting training sessions to enhance existing digital capabilities, developing innovative solutions, and appropriately triaging/escalating helpdesk tickets.

In addition, the role requires immersing in and adapting to the ongoing support, management, and allocation of extensive resources for delivering examinations, ensuring that systems meet the technical requirements of each individual exam. It also involves contributing to the development of the College's digital ecosystem, including the use of Microsoft 365 technologies within the College and Trust. Furthermore, there is a need to fulfil the College's technical requirement for SQL support for core business functionality. The IT Systems and Helpdesk Manager will also participate in various Trust activities as necessary to support the overall Digital Strategy.

GENERAL DUTIES AND RESPONSIBILITIES

- To participate in College and/or Trust processes as required.
- To comply with the Trusts policies and codes of practice in relation to Health and Safety, Equality and Diversity and Quality Assurance.

- To work flexibly in the interests of the Trust as required.
- To participate in the relevant Performance Management Scheme and undertake staff development activities as appropriate.
- To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults you are responsible for, or come into contact with, and outside of this, to exercise vigilance at all times.
- To be a nominated first aider and undertake relevant training as necessary.
- To be aware of the policy, procedures and safe working practices expected of all staff relating to the processing of personal information and Data Protection.

POST SPECIFIC DUTIES AND RESPONSIBILITIES

- Own the management of day-to-day administration and performance of the servers and network infrastructure, including leading on innovation of the Trust Microsoft 365 tenant.
- Maintain backups of all system settings, files and databases – advising IT leadership team on developments relating to the strategic view and outcomes of the Disaster Recovery Plan.
- To follow procedures and, along with the IT leadership team, ensure that these backups are stored securely on and off site. Also testing the backed-up data with regular restores to ensure the data is good and useable.
- Troubleshoot server and network issues promptly and effectively to ensure that the communication systems (including VOIP systems) are functioning and can effectively support the operational activities within Potteries Data Centre.
- Work with the IT leadership team to recommend purchases of hardware, consumables and advise on future purchasing needs, trends and requirements.
- Contribute to the IT development plan in terms of sympathising with the teaching, learning and operating requirements of the system and network. Then advising on the impact and effectiveness of different technological tools.
- Participate and/or lead with wider training of all staff as and when necessary.
- Work with the IT leadership team to maintain the accuracy and security of the asset register by ensuring that procedures for security tagging, retiring old hardware and bringing on stream new hardware are robust and effective.
- Act as a member of the frontline support team when required, as well as taking a management and development role of the IT Helpdesk. Delegate and triage tickets, assigning workloads for first/second line support technicians ensuring agreed SLAs are delivered.
- Diagnosing and rectifying IT faults effectively and speedily reported by end users paying special attention to the core business purpose of teaching and learning.
- Complete reports and system tests, as required.
- Manage the addition and maintenance of the college's databases and, where necessary customise database structures and functionality.
- Manage and develop the functioning of all the commercial and bespoke SQL services, in particular Unit-E including the supporting the IT leadership team with product upgrades, implementation and integrations.

- Troubleshoot and solve problems regarding the performance of the database and act as the principal support contact with the MIS provider.
- Ensure that all equipment and software is securely stored and that all other aspects of IT security such as passwords, are managed responsibly.
- Work alongside College Network Manager to test software and hardware installations effectively to ensure that they are fit for purpose.
- Work closely with all colleagues to understand their needs and to implement solutions in a timely, communicative and well-organised way.
- Ensure that the network equipment is secure.
- Support the maintenance of the College Network, Intersite & WAN connections for Potteries Data Centre.
- Assist in the development of physical and virtual network security, carefully managing the risks associated with Data Protection and GDPR regulations, as well as supporting compliance with the latest Cyber Essential guidance.
- Attend necessary training courses as determined and agreed by the Trust IT Manager and/or CIO.
- Support Business Information Support department with the technical requirements, ensuring that SQL Reporting Services, database maintenance and dedicated SQL servers are updated and delivering required services for end users.
- Working with the IT leadership team to maintain the necessary network documentation such as topological diagrams, security and backup policies and use policies.
- Support the management of IT hardware and software real-estate, meeting all relevant external regulations such as FAST, HSE, WEEE, and any other audit requirements.
- Oversee the secure storage of all network software, passwords and licence keys.
- Work with staff as and when required to diagnose and support their needs in delivering a good service whether that be internally to students, staff, Trust or externally to the wider community.
- Remain proficient and aware of current technologies and developments in IT and hence to attend as and when required relevant professional development courses.
- Work with the IT leadership team to support Professional Services managers, Curriculum Directors/Managers and other stakeholders to develop the capabilities of the system to meet their needs.
- To show a flexible approach to work and be able to prioritise tasks in keeping with the business needs of the organisational to prioritise and execute tasks in a high-pressure environment.
- To communicate and consult with users, both staff and students, and through an established ICT user group, including Trust based IT networking groups.
- Support Audio, Visual and Event requirements, when identified through Helpdesk.
- To undertake other reasonable duties commensurate with seniority and grade.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED BY <i>(Application, Task, Interview)</i>
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Qualifications

A-Levels or Equivalent	✓		Application
Microsoft Certification or equivalent proven experience	✓		Application
Educated to degree level or professional equivalent		✓	Application
MCSE Certification		✓	Application
CompTIA A+ N+ and S+		✓	Application

Professional development, skills, experience and knowledge

Experience of managing the day-to-day administration of applications & Network infrastructure	✓		Application/Interview
Experience of supporting with MIS product upgrades, implementation and system integrations.	✓		Application/ Interview
Experience of delivering training and support to colleagues and students.		✓	Application/Interview
Experience of administrating and maintaining SQL Reporting Services platform		✓	Application/Interview
Knowledge of the Data Protection Act and GDPR in relation to IT systems and security.	✓		Application/Interview
Experience of managing, delegating and leading a team/helpdesk system	✓		Application/Interview /Task
Experience of managing and maintaining SQL database systems and infrastructure	✓		Application/Interview /Observation
Experience of administrating a multi-server networked environment		✓	Application/Interview /Task
Practical working knowledge of LAN / VLAN / WAN / WIFI technologies, and TCP/IP protocols	✓		Application/Interview
Understanding of the Microsoft 365 suite and experience of implementing MS Teams, PowerApps and other M365 Apps in a similar organisation or within education.	✓		Application/Interview /Task

Experience of planning and managing projects to meet customer expectations and deliver cost effective robust solutions.	✓		Application/Interview
Good working knowledge of administering backup systems such as Veeam		✓	Application/Interview
Customer facing and interaction skills	✓		Application/Interview
Apply an innovative approach to problem solving across a range of hardware, software and systems within a Trust	✓		Application/Interview
Knowledge of VMWare	✓		Application/Interview

Personal skills and attitudes

Excellent organisational time management and prioritisation skills	✓		Application/Interview
Team player, Flexibility, Initiative	✓		Application/Interview
Ability to manage and motivate people	✓		Application/Interview
Excellent interpersonal and communication skills with the ability to relate well to staff at all levels	✓		Interview/ Task
An understanding of young people and the ability to communicate with them tactfully and with respect	✓		Task
Ability to plan and implement solutions to complex problems	✓		Application/Interview/ Task
Able to work effectively, independently and as part of a team	✓		Application/ Interview

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All employees are subject to an enhanced DBS (CRB) Disclosure prior to taking up an appointment with the College.