Transforming Lives
EDUCATIONAL TRUST

TLET Central

Lead IT Systems Engineer

Job Description and Person Specification

Welcome from the CEO

Thank you for expressing an interest in working for TLET. This recruitment pack sets out to give you an idea of what it is like to be part of the TLET family – as a leader, teacher, support staff, or a member of our central team – each of our employees has a vital role to play across our organisation.

Our commitment to staff is rooted in my understanding of what it's like to be a member of staff in a school environment. I may be Chief Executive now, but I started my career as a teacher and so I really do understand what the pressures are like for staff. We hold that at the centre of the decisions we make in looking after our employees on a day-to-day basis.

Our ambition for our staff is very simple, it is that we want them to be the very best they can be because that's what the children in our schools need and deserve. That's about us supporting our colleagues to nurture their potential, inspire a sense of community and help them to deliver excellence.

We do this in a variety of ways, including supporting your career in education, promoting your wellbeing and offering a range of employee benefits to enable you to feel fulfilled in your role.

Ultimately it matters to us that everyone who works for TLET feels a sense of belonging and fulfilment in their role.

We hope that you will be inspired to apply for one of our current positions and look forward to meeting you soon.

James Higham
Chief Executive Officer

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About the Role

Thank you for your interest in the position of Lead IT Systems Engineer at TLET.

This pack has been designed to help you should you choose to submit an application to us, which we sincerely hope you do. The pack aims to answer all your initial questions, but if not, please do not hesitate to contact us. It is extremely important to us that you feel comfortable and confident enough to proceed with your application, as we aim to make the very best appointment possible.

So, who are we looking for?

TLET is recruiting a Lead IT Systems Engineer to support the IT Provision across the Trust.

The post requires a clear understanding of the day-to-day management and maintenance of IT systems, including servers, networks, user devices, and cloud-based platforms, to ensure the smooth operation of essential services. This includes practical expertise in troubleshooting hardware and software issues, managing upgrades, and maintaining the performance and reliability of IT infrastructure. A working knowledge of cybersecurity measures, such as managing firewalls and monitoring tools, is also essential to protect systems and data.

It also requires familiarity with supporting and integrating technology into educational environments, such as learning platforms, classroom tools, and administrative systems. The role demands a proactive approach to managing IT operations, alongside effective collaboration with staff to provide reliable and responsive support.

The successful candidate will be able to communicate clearly and effectively with staff, pupils and parents.

You will join a collaborative and supportive IT team committed to maintaining a reliable and innovative technological environment that underpins the trust's educational mission. This role offers the opportunity to work with a diverse range of systems and technologies, providing solutions that directly enhance the teaching, learning, and administrative experience. It is an ideal position for a skilled IT professional looking to take on a leadership role while contributing to meaningful projects in a dynamic and purpose-driven setting.

The post is very rewarding and is ideally suited to someone who has a passion for IT, strong problem-solving skills, and a desire to make a meaningful impact by supporting technology in an educational environment.

The Transforming Lives Educational Trust is growing and there is great opportunity for progression. If you are a passionate individual with knowledge and experience of leadership, please apply now to be considered for an interview.

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About the IT Support Team at TLET

The IT Support Team at TLET is made up of a Trust IT Manager, 2 x Lead IT Systems Engineers, a Senior IT Systems Engineer and 2 x IT Systems Engineers

Our aim is to enable all students to achieve their potential academically and personally, regardless of ability or disability. We aim to increase whole school and community awareness of the importance of quality and equity of opportunity for all students and are committed to providing an integrated and inclusive curriculum to meet individual needs, promoting positive achievement and independence for all.

Why work for TLET?

- You'll be working within a community of passionate, committed colleagues who genuinely support each other
- A staff wellbeing team implements various strategies to boost staff engagement including various activities, events, conferences, and many other staff benefits
- Excellent opportunities to develop and grow in the successful and expanding Transforming Lives Educational Trust, a growing Multi-academy Trust based within the local community

What next?

We want to hear from you if you are as excited as we are about this fresh opportunity within our successful and growing Trust. In return, we can offer the right candidate the chance to work within our innovative and forward-thinking Trust as well as offering excellent professional development and progression.

We encourage you to consider the information in this pack carefully and use it to picture yourself within the role at Houlton. Should you wish to discuss any element of the pack in more detail, please don't hesitate to contact us. We look forward to receiving your application, details on how to apply can be found below.

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Academy/College:	Central Team, primarily based at Ashlawn School
Job Title:	Lead IT Systems Engineer
Contract	Central Pay Scale 2.5 £30,559.00 FTE Permanent (37 Hours per week, 52 weeks per year)
Responsible to:	IT Manager
Key relationships/Liaison with:	IT Manager, Lead IT Support Engineer, Senior IT Support Engineer, IT Support Engineers
Job purpose:	The Lead IT Systems Engineer will be responsible for ensuring the effective operation, maintenance, and development of the trust's IT systems and infrastructure. The role supports the delivery of high-quality education by providing reliable and secure technology solutions, resolving technical issues, and implementing improvements aligned with the trust's goals. Acting as a key point of expertise, the postholder will lead IT projects, mentor the IT team, and ensure the trust's IT environment remains robust, efficient, and innovative.

MAIN ROLE AND RESPONSIBILITIES:

IT Systems Management
- Oversee the day-to-day operation and maintenance of the Trust's IT infrastructure, including servers, networks, storage systems, and cloud platforms.
- Ensure the availability, reliability, and performance of all IT systems and services.
- Manage and monitor backups, disaster recovery processes, and system updates to minimize downtime.

Cybersecurity and Compliance
- Implement and manage firewalls, antivirus solutions, and monitoring tools to safeguard the network and data.
- Ensure compliance with data protection regulations such as GDPR and maintain robust cybersecurity protocols.
- Respond to and mitigate security incidents swiftly and effectively.

Support and Troubleshooting
- Provide hands-on technical support to resolve hardware, software, and network issues for staff and students.
- Act as an escalation point for complex technical problems and mentor team members in troubleshooting.

Project Delivery
- Assist with the planning, implementation, and delivery of IT projects, such as system upgrades, new technology rollouts, and infrastructure improvements.
- Work with stakeholders to ensure projects meet user needs, timelines, and budget constraints.

Educational Technology Integration
- Support the integration and use of classroom technologies, learning platforms, and administrative systems.
- Collaborate with teaching and support staff to ensure IT systems enhance the educational experience.

Team Leadership and Development
- Manage and mentor the IT team, assigning tasks, providing guidance, and encouraging professional development.
- Foster a culture of collaboration, innovation, and continuous improvement within the IT team.

Vendor and Budget Management
- Liaise with external suppliers and service providers to procure, implement, and maintain IT solutions.
- Assist in managing the IT budget, ensuring cost-effective use of resources.

Documentation and Reporting
- Maintain detailed documentation of IT systems, processes, and procedures.
- Provide regular reports on IT performance, incidents, and projects to senior leadership.

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all staff, children and young people and to be committed to promoting diversity and inclusion.

This job description sets out the duties and responsibilities of the post at the time it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

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Person Specification

Job Title: Lead IT Systems Engineer
Responsible to: IT Manager

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all staff, children and young people and to be committed to promoting diversity and inclusion.

Specification	Essential	Desirable
Qualifications/ Training	• HNC/degree Level ICT or equivalent qualification; or relevant professional experience.	• Professional Networking, Server or Virtualisation qualifications or relevant professional experience e.g. Microsoft MCSA / MCSE. • Relevant professional experience and/or qualification designating professional knowledge and competence in network, systems and information security. •
Experience	Specific knowledge and/or experience of: • Windows Server 2019 through 2025 • Windows 10/11 • Server virtualization and clustering in Microsoft Hyper-V • Windows deployment • Windows services - AD users & computers, AD sites & services, GPO, DNS, DHCP, RADIUS, WSUS • Server and storage hardware • Backup solutions • Google Workspace • Print management Relevant experience of managing a ticketed helpdesk.	Specific knowledge and/or experience of: • LAN and WLAN configuration and management • Networking (switching, routing, WLANS, TCP/IP, subnets, vlans etc) • PowerShell * A/S/Q 5 • Microsoft Remote Desktop Services • SQL server • iPad management and deployment with MDM and/or Apple configurator • Capita SIMS and Solus • PaperCut MF Experience of line managing a technical team across sites Experience of multi-site working Experience of working within an educational establishment
Knowledge/Skills (Ability to)	• High level of communication and interpersonal skills • Good analytical and problem-solving skills	• Experience in working with external suppliers and managing service level agreements (SLAs).

	• Ability to manage, motivate and engage staff successfully to deliver professional, high quality information technology solutions as part of a customer focused service • Flexible and adaptable approach with ability to plan, organise, prioritise and manage time effectively • Strong customer service skills to support staff and students, ensuring a positive IT experience across the trust. Full clean driving license and ability to travel between sites around Rugby.	• Knowledge of how IT can be integrated into teaching and learning environments • Familiarity with scripting languages (e.g., PowerShell, Python) to automate tasks and improve system efficiency. • Knowledge of ITIL or similar frameworks for managing IT services and delivering efficient user support.
Personal Qualities	• A commitment to your own professional development, keeping both knowledge and working practices up to date • A proactive and analytical approach to identifying issues and finding effective solutions quickly. • Comfortable with change and able to adapt to evolving technologies and requirements in a fast-paced educational environment. • A cooperative and supportive approach to working with colleagues, fostering a positive and productive team environment. • Capable of managing multiple tasks, prioritising effectively, and meeting deadlines while maintaining a high standard of work. • Able to handle stressful situations and manage challenges calmly, particularly during system failures or critical issues.	• Willingness to explore new technologies and creative solutions to enhance IT systems and improve efficiency.

Please read the information in this pack. If you are interested in this job opportunity, please apply by downloading the application form from our website (www.tlet.org.uk). Completed application forms should be emailed to careers@tlet.org.uk or posted to:

HR Department (Careers)
c/o Houlton School
Signal Drive
Houlton
Rugby
Warwickshire
CV23 1ED

If you have any questions about the role or would like to visit Transforming Lives Educational Trust or one of our Academies, please don't hesitate to contact us by emailing careers@tlet.org.uk or selecting option 1 on our telephone menu – 01788 593900.

If you decide to apply, you should include a supporting statement with your application form (either within the application or as a covering letter) on no more than two sides of A4, giving your reasons for applying for the post, addressing information you have read in the pack and particularly the person specification, and outline any relevant experience and personal qualities you would bring to the Trust.

Please do not send a general letter; we are really looking for someone who is prepared to respond to us as an individual Trust. You can be sure that we will take time and care in reading your letter; we appreciate how much time and energy goes into writing it.

Recruitment Timeline

- **Position advertised:** 16th December 2024
- **Closing date:** 6th January 2025
- **Final shortlisting:** 8th January 2025
- **Final panel process:** TBC

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