



1st Line Helpdesk Agent
Equitas Academies Trust, based at Aston Manor Academy but working
across Equitas Academies Trust
36½ hours per week
Grade 2, Scale Points 3 to 8
£18,562 to £20,493 per annum (All year round)

Equitas Academies Trust was formed in September 2012 and incorporates Aston Manor Academy (Secondary) and Chilwell Croft Academy (Primary). Both Academies are happy, exciting and inspiring learning environments for their children who are from a vibrant mix of cultures. The staff and Trustees have a great sense of pride in their schools and care passionately about the pupils they serve. We are consistently in the top 15% of schools nationally for achievement.

We are seeking to appoint an experienced IT technician who is able to monitor, resolve, and where required, escalate all 1st line helpdesk tickets. Working as an effective member of the ICT team, you will support the basic operation and configuration of Academy desktop computers and any other devices. The successful applicant will monitor and provide basic fault finding via the Helpdesk, and regularly check computer rooms for damage/misuse/maintenance with remedial action planned and taken.

Aston Manor Academy serves a culturally diverse and economically disadvantaged catchment area, yet year on year produces excellent results for its very deserving students. We firmly believe that one of the key hallmarks of Aston Manor is the positive, friendly and supportive ethos which enables all of our students to make progress, both academically and in their personal development. In our last Ofsted inspection (June 2017) we were judged to be Outstanding in all areas. In addition, our Sixth Form is one of the best in Birmingham for attainment and progress!

Chilwell Croft Academy also serves a diverse community. It is a happy and vibrant school, which provides children with an innovative, relevant, and engaging curriculum. This enables children to be curious, independent and brave learners that are not afraid to take risks. The staff feel privileged to serve such a strong and diverse community and we see the partnership we have with our parents as crucial to both the academic and personal success of each child. Although rated as a GOOD school by OFSTED in January 2019, Chilwell Croft Academy is always striving for ways to improve. We take real pride in the steps we have taken and will continue to take as a school, to ensure that every child is given an outstanding education and a real chance to achieve their full potential.

The successful applicant will demonstrate a strong customer focus, excellent communication skills with both technical and non-technical staff in order to support teaching & learning and administration in schools.

As an employer, Equitas Academies Trust offers:

- A supportive and nurturing working environment
- A commitment to CPD opportunities



- Employee wellbeing benefits including access to a bus pass scheme and a cycle to work scheme
- Employer contributions to Local Government Pensions Scheme (support staff) or Teacher Pensions Scheme (teaching staff)
- Pay progression centred around a robust performance management process
- An inclusive and caring ethos.

For further details and to download an Application form, Job Description / Person Specification please visit www.astonmanoracademy.com/vacancies or alternatively email us at: jobs@equitasacademiestrust.com.

Closing Date: 30th October 2020 at 12 noon

Interviews w/c: 9th November 2020

Aston Manor School, Phillips Street, Birmingham. B6 4PZ. Tel No: 0121 359 8108