



TLET Central  
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.



Helen Stevenson  
**Chief Executive Officer**

# About the Role

Thank you for your interest in the position of 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 an IT Systems Engineer to support our growing IT provision across all four academies within the Trust.

The post requires a clear understanding of IT systems administration, networking, and user support within a Windows-based environment, as well as the ability to manage competing priorities in a fast-paced setting.

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

You will be joining a supportive and collaborative IT team that works closely together to ensure our schools have reliable, secure, and efficient systems in place. This role is ideal for someone who thrives in a hands-on position, enjoys problem-solving, and wants to make a real impact on the quality of IT provision in education.

The post is very rewarding and is ideally suited to someone who has proven IT support experience, a strong understanding of Windows-based environments, and the ability to provide both 1st and 2nd line support confidently and effectively.

The Transforming Lives Educational Trust is growing, with exciting developments across our schools, including the addition of a new Primary Phase and an expanded post-16 offering at Houlton School. This growth brings opportunities to work with evolving systems and technologies, supporting innovative approaches to teaching and learning. If you are a passionate individual with the technical skills and experience to contribute to our success, please apply now to be considered for an interview.

## **About the IT Support Team at TLET**

The IT Support Team at TLET is made up of is a dynamic and collaborative group dedicated to keeping our systems running smoothly and securely across four schools in Rugby. The team currently consists of:

- 1 Trust IT Manager
- 2 Lead IT Systems Engineers

- 2 IT Systems Engineers (*this role joins this level*)

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.

# Job Description

<b>Academy/College:</b>	Transforming Lives Educational Trust Central Team
<b>Job Title:</b>	IT Systems Engineer
<b>Contract</b>	£25,583 - £27,254 p.a. Permanent, all year round, 37 hours per week
<b>Responsible to:</b>	Lead IT Systems Engineer & Trust IT Manager
<b>Key relationships/Liaison with:</b>	Staff, Students, Parents, wider Central Team, 3 <sup>rd</sup> party support and suppliers
<b>Job purpose:</b>	<p>The IT Systems Engineer will play a vital role in providing 1st and 2nd line support across all schools within Transforming Lives Educational Trust. Working as part of the IT Support Team, you will ensure the smooth running of IT systems, infrastructure, and services that support teaching, learning, and administration.</p> <p>You will be responsible for maintaining the Trust's IT provision, supporting both staff and pupils, and ensuring that all systems remain secure, reliable, and efficient. This is a hands-on role that requires excellent problem-solving skills, strong technical knowledge, and the ability to work collaboratively across multiple sites within Rugby.</p>
<b>MAIN ROLE AND RESPONSIBILITIES:</b>	
<p>IT Network &amp; Infrastructure Management</p> <ul style="list-style-type: none"> <li>• Assist with reactive, preventative, and scheduled IT maintenance across the Trust.</li> <li>• Support the configuration, deployment, and installation of new hardware and software.</li> <li>• Ensure the delivery of a high-quality, secure, and reliable IT service to staff and pupils.</li> <li>• Monitor and maintain network security, including Smoothwall firewall protection and safeguarding controls.</li> <li>• Assist in managing Google Workspace, SIMS (MIS), and other core Trust systems.</li> <li>• Help maintain and test disaster recovery, data backup processes, and overall business continuity.</li> </ul>	

- Maintain appropriate IT consumable stock levels and liaise with suppliers where required.
- Work with external providers for hardware/software repairs and escalate issues under warranty or SLA agreements.

#### IT Support & Service Delivery

- Provide 1st line support to staff and pupils across all Trust sites, responding to IT-related issues promptly.
- Deliver 2nd line support for escalated or more complex technical problems.
- Manage and resolve helpdesk tickets efficiently while proactively assisting with unassigned issues.
- Assist in training and supporting staff to make effective use of installed IT systems and Google Workspace tools.
- Provide technical assistance at school events, ensuring equipment is set up and functioning.
- Restore lost or deleted data when required and ensure appropriate security protocols are followed.

#### IT Systems Administration

- Create, manage, and monitor user accounts for staff and pupils in line with Trust policies.
- Maintain an accurate and up-to-date IT asset register across all sites.
- Assist in updating and maintaining Trust and school websites where required.
- Manage ID badge creation and oversee appropriate access control permissions.
- Support annual system upgrades and maintenance tasks to ensure system stability and security.

#### General Duties

- Assist in maintaining the Trust's internal telephone systems and VoIP setup.
- Collaborate with other departments and staff to deliver IT-related projects and improvements.
- Support multiple IT estates across the Trust, requiring occasional travel between sites (all within 15 minutes of each other).
- Attend relevant staff meetings, training sessions, and INSET activities as required.
- Uphold and actively promote the Trust's policies, values, and safeguarding responsibilities.

**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.

# Person Specification

**Job Title:** IT Systems Engineer  
**Responsible to:** Lead IT Systems Engineer & Trust 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
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"><li>GCSE (or equivalent) in Maths and English at Grade 4 (C) or above.</li><li>Full, clean UK driving licence (role involves travel between Trust sites).</li></ul>	<ul style="list-style-type: none"><li>Further IT-related qualifications or certifications (e.g. CompTIA, Microsoft, Google, or equivalent) or relevant professional experience.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>Proven experience in an IT Support or Systems Engineer role providing 1st and 2nd line support.</li><li>Demonstrable experience working with:<ul style="list-style-type: none"><li>Windows operating environments (desktop and server)</li><li>Networking fundamentals (switches, routers, firewalls)</li><li>Cloud-based solutions (Google Workspace, email, document sharing, and collaboration tools)</li></ul></li></ul>	<ul style="list-style-type: none"><li>Previous experience of working in an educational environment, supporting both staff and students.</li><li>Experience supporting large multi-site IT infrastructures.</li><li>Demonstrable experience working with:<ul style="list-style-type: none"><li>MIS systems such as SIMS</li></ul></li></ul>
<b>Knowledge/Skills (Ability to)</b>	<ul style="list-style-type: none"><li>Strong knowledge of IT systems, including device management, network troubleshooting, and system administration.</li><li>Ability to configure and maintain IT equipment, including desktops, laptops, tablets, and printers.</li><li>Understanding of data security, backups, disaster recovery, and</li></ul>	<ul style="list-style-type: none"><li>Familiarity with scripting, automation, or other tools to streamline IT processes.</li><li>Familiarity with Google Workspace administration and managing user accounts and permissions.</li></ul>



	<p>safeguarding requirements in schools.</p> <ul style="list-style-type: none"> <li>• Confidence in supporting a wide range of technologies, including VoIP telephony, firewalls, wireless networks, and classroom AV systems.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Self-motivated, organised, and proactive with the ability to work independently and as part of a team.</li> <li>• Excellent time management skills with the ability to prioritise and manage multiple tasks effectively.</li> <li>• Problem-solving mindset – able to troubleshoot issues logically and calmly under pressure.</li> <li>• Strong interpersonal and communication skills, with the ability to support users of all technical abilities.</li> <li>• High level of attention to detail and commitment to delivering a quality IT service.</li> <li>• Flexible, adaptable, and willing to take on new challenges in a dynamic environment.</li> <li>• Committed to safeguarding, data security, and upholding the Trust's values and ethos.</li> </ul>	

# How to Visit and Apply

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](http://www.tlet.org.uk)). Completed application forms should be emailed to [careers@tlet.org.uk](mailto: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](mailto: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:** 5<sup>th</sup> September 2025
- **Closing date:** 29<sup>th</sup> September 2025 (9am)
- **Final shortlisting:** 30<sup>th</sup> September 2025
- **Final panel process:** TBC