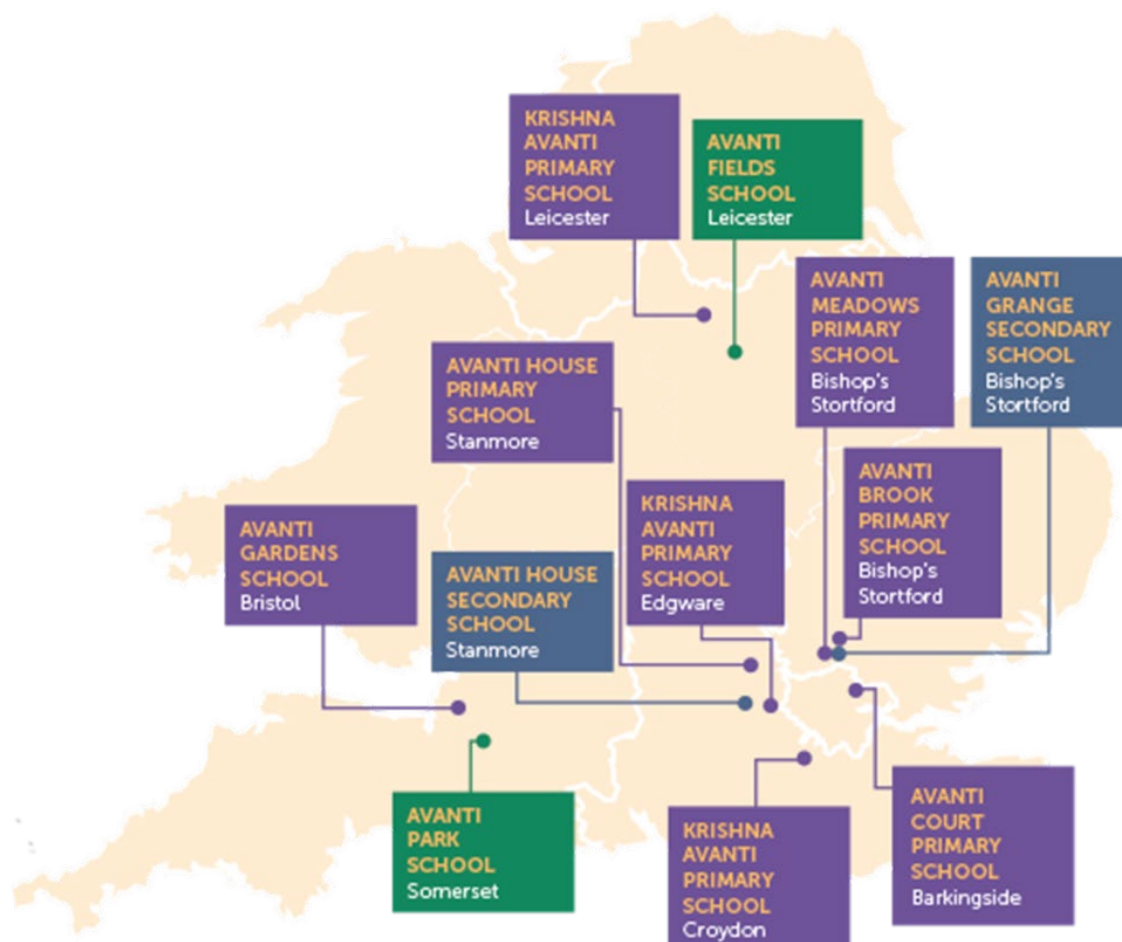


Invitation to Tender for Appointment of Level 2 IT Engineer Services for Avanti Schools Trust

1. Introduction

Avanti Schools Trust ("the Trust") is seeking submissions from qualified IT engineers at a Level 2 proficiency to support our IT infrastructure across some or all of our 12 school locations nationwide.

1. **Harrow Hub** - Avanti House Primary School, Common Road, Stanmore, HA7 3JB
2. **Harrow Hub** - Krishna Avanti Primary School, Camrose Avenue, Edgware, HA8 6ES
3. **Harrow Hub** - Avanti House Secondary School, Wemborough Road, Stanmore, HA7 2EQ
4. **London Hub** - Avanti Court Primary School, Redbridge, Carlton Drive, Barkingside, Essex, IG6 1LZ
5. **London Hub** - Krishna Avanti Primary School, Croydon, Southbridge Place, Croydon, CR0 4HA
6. **Leicester Hub** - Avanti Fields School, Bhaktivedanta Marg, Leicester, LE5 0BX
7. **Leicester Hub** - Krishna Avanti Primary School, Leicester, Evington Hall, Spencefield Lane, Evington, Leicester, LE5 6HN
8. **Bishop's Stortford Hub** - Avanti Brook Primary School, Newland Avenue, Bishop's Stortford, CM23 2UW
9. **Bishop's Stortford Hub** - Avanti Meadows School, Farnham Road, Bishop's Stortford, CM23 1FQ
10. **Bishop's Stortford Hub** - Avanti Grange Secondary School, Newland Avenue, Bishop's Stortford, CM23 2DB
11. **South West Hub** - Avanti Gardens School, Bristol, College Road, Fishponds, Bristol, BS16 2JP
12. **South West Hub** - Avanti Park School, Frome, Park Road, Frome, Somerset, BA11 1EU



2. Background

Avanti Schools Trust is a multi-academy trust committed to delivering high standards in education, financial stewardship, governance, and operational efficiency. Operates a “mixed economy” of seven faith schools and five community schools across five hubs; London, Harrow, Bishop’s Stortford, South West and Leicester - [AST website](#).

3. Job Specification

- Job Title: 2nd Line Engineer
- Hours: 16 hours/week (0.4 FTE), 2 days/week from 8am-4pm - all year round
- Location: Required in the South West Hub
- Duration: 12 months
- Reporting to: Deputy Head of IT

4. Job Summary

The **2nd Line Engineer** plays a key role in ensuring the smooth operation of IT services across Avanti Schools Trust. Acting as the **escalation point** for **1st Line Engineers**, this role requires advanced technical expertise to **resolve complex issues, maintain IT systems, and support wider IT initiatives**.

The role requires strong **problem-solving, leadership, and collaboration** skills, along with the ability to **coach and mentor 1st Line Engineers, drive process improvements, and support strategic IT projects** across the Trust. We are looking for someone who is open to undertaking varied assignments, showing agility in shifting priorities and embracing new challenges.

5. Services Required

Technical Support & Customer Service

- Act as **escalation point** for **1st Line Engineers**, resolving complex IT issues
- **Troubleshoot and maintain** hardware, software, networks, AV systems, and IT infrastructure
- Ensure **consistent IT standards**, document solutions, and implement **long-term fixes**
- Use **5W1H** for troubleshooting, escalate effectively, and follow up on **issue resolution**
- Build **strong partnerships** with staff as a **trusted IT advisor**
- Keep users **informed on issue progress**, setting clear expectations
- Provide **guidance and training** to reduce repeat issues
- Maintain **accurate inventory** of IT assets and **manage deployments**
- Support **network and security configurations**
- Review and update **SOPs** to ensure IT consistency

Accountability & Collaboration

- Take **full ownership** of escalations and **manage tasks proactively**
- **Coach and delegate** tasks to **1st Line Engineers**
- Work with **Central IT, Network Engineers, and 3rd Line Support** to enhance IT services
- Improve **processes**, update **knowledge bases**, and delegate **tickets efficiently**
- Provide **regular updates** on IT support and projects

Project Support & Change Management

- Lead on **IT projects**, including **rollouts and migrations**

- Manage **vendor quotes and procurement** for cost-effective solutions
- Champion **change management**, ensuring smooth transitions for staff

6. Person Specification

Essential Skills & Experience

- Proven experience in **2nd Line IT support or a similar role**
- Strong **technical troubleshooting** skills across **hardware, software, and networking**
- Ability to **prioritise and manage multiple issues simultaneously**
- Strong verbal and written communication skills, able to engage non-technical users effectively
- Experience in **mentoring and coaching junior IT staff**
- Familiarity with **IT asset management** and inventory tracking

Desirable Skills & Experience

- Experience in **IT support within an educational environment**
- Knowledge of **Active Directory, MDMs, and cloud-based services** (e.g., Microsoft 365, Intune)
- Experience supporting **AV systems and classroom technologies**
- Basic networking knowledge (e.g., VLANs, DNS, DHCP, firewall rules)

Other Requirements

- Willingness to **travel between schools** and hubs as required
- Ability to **work independently**, while maintaining strong collaboration with IT colleagues
- Commitment to **continuous improvement and professional development**

7. Submission Requirements

Interested candidates are requested to submit the following information:

- **Resume/CV:** Detailing relevant experience, qualifications, and a list of any certifications
- **Day Rate:** Pricing structure, including travel cost (if any)
- **Cover Letter** to describe why you are a good fit for this role – it should include:
 - Your availability and willingness to travel to one or more of our hubs/schools as required
 - Relevant experience and qualifications to prove your ability in managing IT Support service in a similar MAT educational institution
- **References:** Contact information for at least two professional references

9. Submission Process

- **Issue Date:** Tuesday 11th March 2025
- **Closing Date for Submissions:** Monday 24th March 2025
- **Submission Details:** Please submit the requested information electronically, PDF format, to: mitul.patel@avanti.org.uk

All submissions must be received by the stipulated deadline.

10. Confidentiality

All information contained in this invitation to tender and included in the tender submitted is confidential and must comply with General Data Protection Regulations.

11. Notification and Next Steps

The Trust aims to notify short-listed and unsuccessful providers by Monday 31st March 2025.

12. Terms and Conditions

Avanti Schools Trust reserves the right to:

- Amend, clarify, or withdraw this tender at any time
- Reject any or all proposals without assigning reasons
- Award the contract based on the Trust's evaluation and discretion