

<b>Job title</b>	Technology Lead
<b>Contract</b>	Full time, permanent
<b>Start date</b>	ASAP
<b>Reporting to</b>	Technology Manager
<b>Hours</b>	35 per week around the core hours of 09:30-16:30
<b>Holidays</b>	25 days, plus 8 bank holidays
<b>Location</b>	Wrexham office, hybrid model, 5 days per month in the office
<b>Salary</b>	£27,238.00 to £33,580.00
<b>Closing date</b>	25th April 2024

## About Tute

What Tute does is simple: our team of qualified, experienced teachers deliver live online lessons to fill gaps in the education of children and young people. Those gaps have never been wider and Tute's purpose never more fitting.

We support local authorities, schools, and non-mainstream settings to meet their statutory obligations by packaging our lessons into different curriculums that provide flexibility, suit different priorities, and work for varying budgets.

Last year, we successfully delivered nearly 50,000 lessons to over 4,700 students across 253 settings. As we embark on an ambitious journey towards 40% growth this year, our top priority remains maintaining the exceptional quality of our service while keeping the student at the core of everything we do. To achieve this, we are excited to welcome more talented people into our incredible team.

Currently, our team consists of around 154 members, with 80 employed and the rest engaged as contractors (an integral part of our team). To meet the surging demand for our service and to realise our growth objectives, we anticipate expanding our team to approximately 180 members this year, with 101 of those being employed.

It's an exciting time to join Tute. We're an ethical and supportive company committed to our team. We value everyone's voice, foster collaboration, and share a common vision: to create a world where online learning enables any child, anywhere, to achieve their full potential.

Please do read on to see how this role fits into our wider plans and how you could be making a difference to young people's lives.

## Role purpose

At Tute, we're on a transformative path to democratise education through innovative technology, and we're inviting an exceptional tech lead to support our technology team to new heights. This vital role, reporting directly to our technology manager, is a unique opportunity for someone poised to step into management and who is eager to take on new projects that enhance both our internal processes and our external offerings.

Your expertise in 1<sup>st</sup> and 2<sup>nd</sup> line tech support will play a pivotal role in ensuring seamless operational and technical support. As a key member of our support infrastructure, you will serve as an escalation point for 2nd line technology associates, leveraging your deep understanding of systems and networks to swiftly resolve issues that may hinder engagement with our service. Your responsibilities will include managing cases, queues, and phone rota, all while ensuring that key performance indicators (KPIs) and service level agreements (SLAs) are consistently met. You will be instrumental in ensuring that every member of our team has access to the necessary hardware and software, while also contributing to ongoing improvement projects for our cloud-based professional tools, such as InTune.

While your primary focus will be on providing exceptional 1st and 2nd line technical support, you'll also have the chance to gradually expand your expertise into current and emerging technologies. Under the guidance of our technology manager, you'll learn about areas such as cybersecurity, cloud infrastructure, and the potential applications of AI and ML in supporting our mission. This aspect of your role offers a pathway for growth, enabling you to contribute more broadly over time

Collaborating closely with the technology manager on platform and project initiatives, your role includes supporting platform and project initiatives, primarily through user acceptance testing (UAT), requirements gathering, and other foundational tasks. Additionally, you will work alongside our operations specialists on tech-enabled efficiency projects, demonstrating your adaptability and versatility in handling ad hoc administrative or project-related tasks.

Your success in this role will be supported by your confident leadership ability and enthusiasm for bolstering these skills. An interest in people development, CPD, and coaching will be integral to nurturing a high-performing team. Your positive, resilient, can-do attitude, which you model continually for your team, will foster an environment of productivity and collaboration. Outstanding organisational skills with a keen eye for detail will ensure that tasks are completed efficiently and accurately. Your unflappable demeanour, especially in the face of challenging support tickets and calls, will inspire confidence and trust among your team and our clients.

Above all, you will respect and promote the company's ethos and values, being passionate and demonstrably committed to improving the lives of young people. At Tute, we're not just building a team; we're nurturing a community that believes in the power of education. If you're ready to take this pivotal step in your career and contribute to a cause that extends beyond the conventional boundaries of technology, we'd love to hear from you.

## Key responsibilities

### Technical support management

- Support 1<sup>st</sup> line and directly manage 2nd line technical support operations, ensuring seamless operational and technical assistance
- Oversee case management, queues, and phone rota to maintain efficient support workflows
- Ensure compliance with key performance indicators (KPIs) and service level agreements (SLAs) to meet customer satisfaction goals

### Infrastructure and resource management

- Ensure every Tute staff member has access to necessary hardware and software for optimal performance
- Contribute to ongoing improvement projects for cloud-based professional tools, such as Instep
- Manage resources effectively to support scalable growth and operational efficiency

### Technology learning and development

- Expand expertise in current and emerging technologies, including cybersecurity, cloud infrastructure, AI, and ML
- Engage in continuous learning under the guidance of the technology manager to enhance technical capabilities

- Identify opportunities for technology adoption and innovation to support organisational objectives

## Project support and collaboration

- Collaborate with the technology manager on platform and project initiatives, facilitating user acceptance testing (UAT) and requirements gathering
- Support tech-enabled efficiency projects in collaboration with operations specialists, demonstrating adaptability and versatility
- Contribute to ad hoc administrative, data reporting, or project-related tasks as needed to ensure project success

## Leadership and team development

- Provide confident leadership, fostering a high-performing team environment
- Support team members' professional development through coaching, continuous professional development (CPD), and skill enhancement
- Model a positive, resilient, can-do attitude to inspire productivity, collaboration, and confidence among the team

## Values alignment and community building

- Promote and embody the company's ethos and values, demonstrating a passion for improving the lives of young people through education
- Nurture a sense of community within the organisation, fostering a culture of shared purpose and collaboration
- Contribute to the broader mission of Tute by extending beyond conventional boundaries of technology and embracing a holistic approach to education

## Skills, qualifications, and qualities

Criteria	Essential	Desirable
You may not have formal management experience, but you have an aptitude for taking charge, inspiring those around you, accepting responsibility, and you are enthusiastic about strengthening these skills.	X	
An interest in people development, CPD, and coaching, for yourself and for your team	X	
A positive, resilient, can-do attitude which you model continually for your team, especially in the face of tricky support calls	X	
Outstanding organisational skills with a meticulous eye for detail; able to juggle competing priorities for yourself and your team	X	
A minimum of 2 years' technical support experience, including tech fleet management	X	
Exceptional customer support skills across all communication channels	X	

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Confident data analysis skills, including visualisation and an understanding of how data infrastructure is managed	X	
Some project management experience, and interest in developing these skills	X	
Familiarity with tech product/platform management practices (UAT, etc.)	X	
Good knowledge of business operations and terminology	X	
Respect and promote the company's ethos and values	X	
Passionate and demonstrably committed to improving the lives of young people	X	
Educated to degree level or holder of advanced technical certifications		X
Formal, professional management experience		X
Familiarity with agile methodologies		X
Experience of working in an education setting		X
Proficiency in speaking, reading, and writing Welsh		X

## How to apply

If you like what you've read, think you're a good fit, and would like to join our team, please follow the below steps:

1. **Download Tute's application** form [here](#)
2. **Complete it** paying particular attention to the personal statement – this is where we really learn about you and your desire to apply your skills and experience to this role at Tute
3. **Upload it** to the same webpage as above by 00:00 on 25.04.2024

**Please note: we do not accept CVs**

Tute is committed to safeguarding and promoting the welfare of children and young people and expects all staff and contractors to share this commitment.

Working with Tute is exempt from the Rehabilitation of Offenders Act 1974 and therefore subject to possession of an enhanced certificate of disclosure issued by the Disclosure and Barring Service (DBS) and barred list check.

Tute adheres to the statutory safer recruitment procedures issued by the DfE. Tute promotes policies of equality opportunity for both staff and students.

Tute creates equality in education by bringing the best teaching and learning to all children and young people. It is our expectation that everyone in our team supports our policy to treat all students, staff, and commissioning bodies fairly and equally.