



The Gryphon School

IT TECHNICIAN

2018



The Gryphon School
Bristol Road
Sherborne
Dorset
DT9 4EQ



The Gryphon School

IT TECHNICIAN RECRUITMENT INFORMATION PACK

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Bristol Road
Sherborne
Dorset DT9 4EQ

T: 01935 813122
E: office@gryphon.dorset.sch.uk
www.gryphon.dorset.sch.uk

June 2018

Dear Applicant,

Thank you for expressing an interest in the post of IT Technician at The Gryphon School on a permanent basis. Accompanying this letter is information about the School and the Department which we hope will provide you with everything you need to know to apply for the post we have on offer. The School website gives further details about us, as does the accompanying document, 'Additional Information for Applicants'.

This is a permanent, full-time post for 37 hours per week, 52 weeks per year, with a holiday allowance of 25 days and Bank Holidays, commencing as soon as possible.

This is a wonderful opportunity to join a large and successful school that works hard to enthuse its students, instil high standards, and provide them with the opportunity to fulfil their potential.

The successful candidate will:

- Be an effective team player, but able to think and work independently
- Have a good knowledge and understanding of TCP, IP, DNS and DHCP
- Be Educated to GCSE level (Grades A-C in English and Maths) or equivalent
- Have the ability to carry and set-up IT equipment across the school site
- Have excellent problem-solving and resolution abilities on a range of software, hardware and network issues

The Gryphon is a wonderful place to work and has a special atmosphere and feel. It became an academy in August 2012 to sustain the quality of our outstanding provision and is a founder member of the Sherborne Area Schools' Trust (SAST) a multi-academy trust established in June 2017. Since September 2017 we have been designated as a teaching school and are very excited about the opportunities that this new status will bring. In a recent national publication, The Real Schools Guide, The Gryphon was rated as one of only two schools in Dorset as 5 star; based on attainment, teaching, attendance and outcomes. The Good Schools Guide concludes that we are a 'Super much sought-after school at the very centre of its community taking on the Sherborne independents. Truly a model of comprehensive education at its best – a place for all comers, which children and parents set their heart on, so it bulges at the seams'.

We are an outward looking school with excellent community links as well as strong relationships with other good and outstanding schools across the South West and nationally.

We are a comprehensive school serving a diverse community. Our high quality support staff make a real difference to our students. Teaching is often outstanding, and consistently at least good across all subjects and key stages. Teachers are provided with the resources to make lessons stimulating and practical and have excellent subject knowledge. They make sure students are very clear about what is demanded of them and how to improve. The School's very positive entry in the Good School Guide describes pastoral care and discipline as 'exceptional'. Students are reflective, behave with great courtesy, and are heavily involved in working with staff to improve the school and the welfare of others.

Our 2017 GCSE results were, once again, excellent against a national backdrop of tougher exams and significantly lower pass rates in many subjects. The proportion of students gaining 5 or more A*-C grades including English and Maths was 72%. At A level, there was a pass rate of 99%, with 78% of students achieving A*-C grades and 25%

gaining an A* or A grade. Both academic and vocational result were equally impressive and students taking the EPQ (Extended Project Qualification) achieved fantastic results of 70% at A*-A grade.

In November 2016 our inspection as a Church School (SIAMS) judged us to be Outstanding. Our most recent Ofsted visit, in November 2017, was very positive and confirmed our status as a “good school” and we enclose a copy of their letter to me outlining our many strengths. Our focus for this year, which reflects our Church School status, is that we should be a “10:10” school; where students and staff experience life in all of its fullness. So for us education is more than just exam results – we place great value on the personal development of each student. We aim for them to leave school as well-rounded young people with a strong sense of what is socially, morally and culturally acceptable, and to feel that they have a contribution to make to the wider community. Digital learning is important at The Gryphon School including the use of mobile technology; we want our young people to use technology responsibly and to enhance their learning.

In summary, we are a true team with a great sense of pride in what we collectively achieve and we embrace the challenge for achievement to be even higher. Our special culture and ethos focuses on enabling students to be the best that they can, both personally and academically, supported by the tremendous work and care of all our staff. We continue to strive to be outstanding in all aspects of school life.

We are looking for someone with high expectations, flexible and motivated, keen to work in an educational setting with a sense of humour to enjoy the challenges of this role. You need to be a team player with an ability to work independently but a willingness to work as part of the larger school administration team as required.

You are very welcome to visit us in advance of an application or to contact us to find out more.

Very best wishes,

N J Edwards

Nicki Edwards
Headteacher



THE APPLICATION PROCESS

We look forward to receiving your application by **9.00 am on Tuesday 19th June 2018**. It is hoped that the interviews will take place the week commencing Monday 25th June 2018. You are asked to provide the following:

- A completed Gryphon application form
- A letter of application of no more than 2 sides of A4 detailing your experience and expertise

Completed applications should be returned either by post, marked 'Confidential' to Caroline Rabbetts, Leadership Support Manager, The Gryphon School, Bristol Road, Sherborne, Dorset DT9 4EQ or by email to her at: Gryphon.HR@gryphon.dorset.sch.uk

Should you wish to arrange a visit to view the School, please do not hesitate to contact Caroline who will also be happy to arrange this.

The Gryphon School, part of the Sherborne Area Schools Trust, has an absolute commitment to safeguarding and promoting the welfare of children. The School follows the national and Dorset policies and procedures for child protection and security and the interview will include questions about safeguarding children. Current and/or previous employers will be contacted through references as part of the verification process pre-appointment checks if the applicant is short listed. The successful applicant will be required to undertake an enhanced disclosure check with the Disclosure and Barring Service.

The Gryphon School, part of the Sherborne Area Schools Trust, is committed to equal opportunities and positively encourages applications from all sections of the community.





The Gryphon School

June 2018

IT TECHNICIAN

The Role

This role is an exciting opportunity to join a small and highly motivated team.

You will be responsible for providing first line technical support to staff and students. This will involve recording faults in IT helpdesk support system, resolving the fault where possible, seeking guidance from colleagues or escalating to the appropriate team member.

You will also assist with the day to day running and development of The Gryphon School network. This will involve configuring, testing, maintaining and repairing PCs, software and peripherals (including multimedia equipment) according to school specifications, procedures and service standards.

IT Background

The IT team comprises of the Head of IT Services, 1 Senior Technician and 2 other Technicians. All faults and requests are logged within a central management system and prioritised accordingly. The IT office is centrally located within the school and is a hub of activity for both staff and student support.

The Gryphon School network consists of 850 PC / Laptops and 100 Apple Macs, with 1800 users. The School is running Windows 7 whilst utilising the latest office and adobe suites. The network is built upon a HP Managed network with a school wide Aurba wireless network. We are using Windows 2010 and 2012 server utilising the latest virtualisation technologies.

Each class room is fitted with a high spec PC, Projector and Interactive Whiteboard which plays an essential part in the teaching and learning experience at The Gryphon School.

The IT team are responsible for many key business support systems and services which include all the core IT services and additionally the centralised print and copy solution, VOIP telephone system and digital signage.

Many applications are used across the School but the key applications are Microsoft Office, Adobe, Logic, Promethean Active Inspire, and Serco CMIS

The School is committed to the investment and development in ELearning with many exciting projects planned for the future.

This Post

The post on offer is full-time, 37 hours per week, 52 weeks per year, with a holiday allowance of 25 days and Bank Holidays.

The post is pensionable and remuneration for the IT Technician will be between £18,319 and £19,819 per annum.

The post is subject to an enhanced DBS check and barred list check.

The closing date for receipt of applications is 9.00 am on Tuesday 19th June 2018.

DEPARTMENTAL INFORMATION



The Gryphon School

Job title: IT Systems Technician

Pay Grade:

Reports to: ICT Manager

The key role:

Work collaboratively with members of the IT support team to assist in the provision, replacement and development of the school's IT systems. Deliver service excellence to provide a high quality learning environment and effective administrative functions.

Main Purpose of Role

General Technical Support

- To provide the first and second level of technical support to all users
- Respond in a timely manner to IT helpdesk tickets and requests ensuring service level agreed timescales are met
- Answer telephone and email requests for support placing new items on the IT helpdesk
- Escalate and delegate IT jobs as necessary
- Communicate clearly with staff that report IT problems and request support, using the helpdesk and email
- To ensure iPad class sets are moved safely between classrooms as booked by teaching staff

Development Planning

- To be aware of the goals and projects set out in the IT development plan and road maps and assist with the implementation
- To assist with IT development projects as required

Procurement

- Source competitive pricing for items of IT equipment and software as required

Network Support

- To assist with the installation, configuration, maintenance and documentation of networking equipment as required
- Establish and maintain user accounts for all staff, pupils and parents using the school network, including disk space, print quotas, granting appropriate permissions, access and security levels according to the school's policy

Systems and Services Support

- To act as a point of contact for relevant IT support companies to resolve any issues with service provisions as required

- To provide technical support to all teaching departments as required for departmental specific software and hardware,
- Create self-help and training resources to support end users

Hardware and Software

- To provide technical support for all IT equipment and software applications installed across the school network
- Installation, configuration and testing of new and replacement hardware and peripheral devices as and when required
- Setup of IT equipment prior to lessons, training sessions and assemblies
- Carry out the installation of local software including assisting with school wide upgrades and installations
- Installation of software as and when required including the configuration and deployments of the operating system image
- Assist with inventory control ensuring IT related documentation is maintained and up to date
- Carry out the backup and cataloguing of new software resources
- Support and advise staff and students on the best use of equipment and software packages
- Replace ink and toner cartridges around the school
- Monitor windows updates and anti-virus protection software
- Undertake routine and non-routine checks, maintenance, calibration, cleaning and fault investigation

Safeguarding

- To report to the appropriate staff any safeguarding risk due to the misuse of IT equipment of systems and act upon it accordingly
- To adhere to the Trust's safeguarding procedures and share the commitment to promoting the welfare of children and young people with SAST

Other Requirements

- To work flexibly as part of a team, assisting with any day to day duties required of the team as the need arises
- Be aware of and adhere to all school policies and procedures
- To keep up to date on IT Issues through CPD, etc.
- Make a positive contribution to school life

This is not a comprehensive list of all tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. The duties of this post could also vary from time to time as a result of new legislation, changes in technology or policy changes.





The Gryphon School

IT Technician Person Specification

Criteria	ESSENTIAL	DESIRABLE	EVIDENCE
Education and Training	<ul style="list-style-type: none"> Educated to GCSE level (Grades A-C in English and Maths) or equivalent Good working knowledge of Microsoft Desktop operating systems and applications 	<ul style="list-style-type: none"> Level 3 IT –Related Apprenticeship 	<ul style="list-style-type: none"> Application form Interview Assessment (Practical Testing)
Professional skills and knowledge	<ul style="list-style-type: none"> Good knowledge and understanding of TCP, IP, DNS and DHCP Working knowledge of Windows based desktop and server operating systems Excellent problem-solving and resolution abilities on a range of software, hardware and network issues Ability to carry and set-up IT equipment across the school site Customer-oriented to deliver service excellence Enthusiastic about the role of IT in supporting the objectives of the school 	<ul style="list-style-type: none"> Previous experience of working in a school environment Basic awareness of safeguarding children/child protection legislation 	<ul style="list-style-type: none"> Application Form Interview Assessment (Practical Testing)
Personal qualities	<ul style="list-style-type: none"> Effective team player, but able to think and work independently Ability to keep abreast of emerging technologies and developments relating to IT issues, good practice and legislation Commitment to professional development Ability to work flexibly to support after school events and IT project implementations as required 		<ul style="list-style-type: none"> Application form Interview Assessment (Practical testing)
Relationships	<ul style="list-style-type: none"> Positivity Ability to listen and take advice Contribution to the Team Ability to build effective relationships with contractors and suppliers Ability to communicate effectively with a wide range of staff and students 		<ul style="list-style-type: none"> Application form interview
Character and personality	<ul style="list-style-type: none"> Reliability Sense of humour Self- motivation Flexibility and adaptability Ability to multi-task Attention to detail Patience Sensitivity, diplomacy and tact Committed to continuous self-improvement 		<ul style="list-style-type: none"> Application form interview



The Gryphon School

February 2018

The Gryphon School – Support for Staff – What we provide.....

High Quality Professional Development

- INSET Programme with national speakers eg Sir John Jones, Simon Mayo
- Time is provided for learning and development in everyone's staffing allocation
- Middle leader training programme
- New staff induction programme
- 2nd year teacher programme
- Opportunities for sharing of best practice and expertise
- Encouragement of individual action research through appraisal
- Opportunities to mentor student teachers on ITT, Schools Direct, volunteers and other routes

Support for Teaching

- Investment in resources, facilities and the environment
- Outstanding ICT infrastructure including WiFi, resources
- Strong departmental support structure
- Free ipad for all teachers
- Timetabling ensures specialist teach in their subject areas and there are rarely any split classes
- Designated support for reprographics, trip management, student behavioural support, SEND needs etc
- Dedicated team of school cover supervisors

Links with other schools

The Gryphon is outward looking and a lead members of various school development groups. This facilitates visits, exchanges, subject sharing, leadership support and enhanced student opportunities.

- Jubilee Group – eight schools across the SW from Devon to Wiltshire and Gloucestershire
- South West Academies Group – nine academy schools across Devon, Somerset and BANES
- North Dorset – five secondary schools, a Special school and a PRU
- Sherborne Schools Partnership of nine feeder primary schools with whom we have excellent cross-phase academic collaboration Y6-8 curriculum and transition.
- Since 2014-15 we have been part of the national PiXL group
- Member of the Jurassic Coast Teaching School Alliance

Health and well-being

- Access to The Gryphon Sports Centre including brand new fitness suite
- Our own specialist HR Manager and team
- Membership of Carefirst providing free welfare counselling, free Occupational Health consultations
- Free Mindfulness sessions, aimed at improving mental wellbeing by enhancing good feelings about life and oneself
- Support from the School Chaplain

Supporting families

- The Little Gryphons Nursery on site
- Supportive to colleagues for time off during periods of family illness/crisis
- Supportive of requests where possible to attend graduations, family weddings, special family events, house moves

Practicalities – little extra touches

- Generous allocation and pattern of INSET Days to support staff learning and development and wellbeing
- Quality free seated lunch provided on INSET Days
- Generous business travel allowance
- Free on-site parking

Strong Staff Community

- Very active, vibrant, Staff Social Committee who arrange an array of social events and activities across the year
- Large main staff room – and we hold weekly whole staff briefings
- Successful and very competitive staff sports teams playing other schools
- Staff voice events
- Amazing involvement in charity events, national days, productions, teams, public speaking, Duke of Edinburgh etc





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Website: www.gryphon.dorset.sch.uk

IT Technician

Salary £18,319- £19,819 per annum, subject to experience

Full-time with 25 days annual leave, plus bank holidays.

Permanent

We are seeking an enthusiastic, customer-focused IT professional to join our IT Support team. You will be required to provide technical support for ICT users in a large secondary school, with tasks including installing, configuring, testing, maintaining and repairing PCs, software and peripherals including multimedia equipment to school specifications.

You must have the ability to work independently and enjoy the challenges of a busy IT helpdesk. This is an exciting opportunity for a self-motivated individual with broad technical and problem solving skills, excellent communication skills and a willingness to deliver excellent customer service.

An application pack is available from the School website or Caroline Rabbetts at HR@gryphon.dorset.sch.uk.

Visits are welcomed; please contact Caroline Rabbetts to arrange.

Closing Date 9.00 am Tuesday 19th June 2018

Interviews during week commencing 25th June 2018

The Gryphon School, part of the Sherborne Area Schools Trust is committed to safeguarding and promoting the welfare of children and young people. Successful candidates will be subject to an enhanced Disclosure and Barring Service check.

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