****

**Recruitment Information Pack**

**IT Support**

David Nieper Academy

Grange Street, Alfreton, Derbyshire, DE55 7JA

T: 01773 832331

September 2018

Dear Applicant

Thank you for showing an interest in the post of IT Support Officer at the David Nieper Academy.

Our Academy is sponsored by the David Nieper Education Trust, together with local employer partners, who are highly committed in supporting the development and achievements of our students. With an innovative approach to teaching, hands-on learning and brand new purpose-built facilities, which opened in February 2017, we believe that this is a truly exciting time to join the academy.

Our aim is to raise standards, expectations, inspire excellence and to encourage students to achieve their full potential. We will help them develop confidence and key lifelong learning skills and to obtain the qualifications required as they look to future careers and explore the many opportunities in further education, apprenticeships, university and beyond. The opening of our Business and Enterprise Sixth Form Centre is a further development in our growth. The Sixth Form will provide a first class education combined with fully integrated employability skills, cementing our ongoing working relationships with our business partners.

The David Nieper Academy has a clear distinctive character due to the integrated involvement of its prestigious business partners. High profile local businesses, most, being either international or national household names such as Thorntons, Denby Pottery, Owen Taylor, Bowmer & Kirkland alongside David Nieper are committed to bringing the world of work and 21st Century employment practices into every classroom. Practical contextual Applied Learning has been proven to assist all students in retaining and understanding more fully the concepts and principles taught in the classroom. We are looking for a candidate who will embrace this approach and ensure that David Nieper Academy is adopting this approach through its world class learning pedagogies.

If you like the sound of the academy and are keen to be instrumental in its future success, then we would like to hear from you and look forward to receiving your application by 9am on Monday 17th September 2018. Interviews will be held week beginning 24th September 2018.

If you have any queries or if you would like to visit prior to making an application, please contact Mrs Michelle Hackett, PA to Headteacher, via email at [mhackett@davidnieper.academy](mailto:mhackett@davidnieper.academy)

Yours faithfully



Kathryn Hobbs

Headteacher

****

**David Nieper Education Trust**

**IT Support**

David Nieper Academy, Grange Street, Alfreton, Derbyshire, DE55 7JA

Age Range – 11-18

37 Hours / 52 Weeks per year, variable to provide cover with other staff between 8am-5pm Monday to Thursday and 8am-4.30pm Friday

5 weeks holiday (to be taken during school holidays) plus Statutory Bank Holidays

Responsible to Headteacher

Start: Immediate

Salary: £16,396 -£17,095

The David Nieper Academy is a newly formed academy in Alfreton, Derbyshire. A brand new school building was opened in early 2017 with our Sixth Form Centre re-opening September 2017. A key aspect of our vision is our focus on applied learning within all subject areas and across year groups. This year we have seen an increase in student numbers within each year group and we are looking to build on this year on year. This is an immensely exciting time to be joining the academy and being a key driver in enhancing the academic and social achievement of our students.

The Governing Body is seeking to appoint an outstanding IT Support Officer.

The successful candidate must be able to work well as part of a team, have excellent communication and interpersonal skills, have a ‘can-do’ attitude, be highly organised and have the ability to work under pressure.

The Governing Body is committed to the safeguarding of children and young people so all staff appointments are subject to employment checks and a satisfactory enhanced DBS check.

**How to Apply**

To apply please complete and return an application form along with your covering letter, clearly demonstrating your suitability for this post. Send via email for the attention of the Headteacher’s PA, Mrs Michelle Hackett, to [mhackett@davidnieper.academy](mailto:mhackett@davidnieper.academy)

**Closing date for applications: 9am on Monday 17th September 2018.**

**Interviews will take place week commencing Monday 17th September 2018.** If you have not heard from us within 2 weeks of the closing date, please assume that unfortunately, on this occasion, your application has not been successful.

**ICT Support**

**Job Description: IT Support**

**General Responsibilities**

You will provide IT support across the whole academy as required, supporting both staff and students. Completing tasks, closing issues and managing stakeholders needs and queries to high standards. Successful candidates must be able to demonstrate good attention to detail and have a flexible approach to their work.   You will provide face to face support whilst being supported and trained by an external IT support company who provide higher level IT support. You will be working as part of the supportive and friendly team and your main responsibilities will include duties such as:

* Configuring remote systems
* Installing/ upgrading software
* Performing routine maintenance tasks on internal apparatus
* 1st line support duties
* IT support duties for colleagues and students
* Liaising with external support technicians
* Monitoring system performance
* Ensuring databases / management records are always kept up to date
* Work to ensure technical issues are resolved in a timely manner
* Supporting with audio visual requests including as part of external assessments and examinations
* Maintain details of network equipment and configurations to enable efficient management of equipment and resources.
* Investigate sources of supply for network hardware, software and, if appropriate, consumables ensuring adequate working levels of stock.
* To provide information to support IT procurement of ongoing systems and requirements and to inform future purchases
* To ensure that all IT systems and linked software are set up and maintained for each academic year
* Assist with the development of school policies with regards to standards of operation and use of ICT equipment throughout the school and ensure that they are applied
* Assisting with day to day IT related admin tasks

**Other responsibilities**

* Unless otherwise directed the post holder will determine priorities and scheduling of work.
* To support with academy events and activities with IT/ media support
* The role entails the manual lifting and moving of equipment.
* Undertake any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.

**Supported Services**

Desktop Computers / Laptops / Servers / Office 365 / Firewall (Sophos)

**Desired skills**

* Excellent communication and written skills
* Good organisation skills
* Excellent attention to detail
* A good working knowledge of Microsoft packages
* Able to plan and prioritise tasks effectively

**Personal qualities**

* Mature attitude
* Smart in appearance
* Responsible
* Strong work ethic
* High levels of motivation

**Essential qualifications**

GCSE’s Grade C/4 or above in English, maths and ICT or equivalent.

**Desired qualifications**

Higher level qualifications and/or training in IT

## **Method of Application**

1. We will only accept applications on the David Nieper Academy application form. Curriculum Vitae will not be accepted.
2. The statement in your application should focus on:

* Candidate’s previous experience which will help in successfully undertaking the role
* Personal skills to benefit the learning by students at the David Nieper Academy.

1. For any queries or if you would like to visit, please email [mhackett@davidnieper.academy](mailto:mhackett@davidnieper.academy)
2. Completed application forms to be returned via email for the attention of the Headteacher’s PA, Mrs Michelle Hackett, [mhackett@davidnieper.academy](mailto:mhackett@davidnieper.academy)
3. The school operates a NO SMOKING policy on site.
4. Interviews - Candidates invited to interview will:
5. Have the opportunity to tour the school
6. Complete an exercise
7. Have a formal individual interview with the selection panel.

K. Hobbs

September 2018