



Bristol
Grammar
School

Job Description

ICT Technician

Bristol Grammar School: a company limited by guarantee, company number: 5142007
Registered Office: University Road, Bristol, BS8 1SR
Registered Charity Number: 1104425

Information for Applicants

Applications are invited for the full time post of ICT Technician at Bristol Grammar School from April 2017.

Bristol Grammar School is an independent co-educational day school. The Headmaster is a member of the Headmasters' and Headmistresses' Conference.

The School is a large and friendly community. There are nearly 1000 girls and boys in the Senior School (11-18) and about 330 in the Junior and Infant Schools (4-11). There is a flourishing Sixth Form of 300 students. Most students who join at aged 11 come from primary and preparatory schools within and around Bristol, about two fifths of the annual intake coming from our own Junior School. Around 40 students join at aged 16 and these come from a wide range of state and independent schools within a 20-mile radius.

The School has approximately 290 employees being a mix of teaching and support staff.

"Excellence in all it does within and beyond the classroom" is perhaps the clearest summary of Bristol Grammar School's last inspection. The School was inspected in October 2015 by a team of ISI Inspectors. The Inspectors confirmed that BGS is the very special school which students, parents, staff, Old Bristolians and Governors believe it to be. "Wall-to-Wall Excellence" is how one of the Inspectors summed up BGS and the report indicates that BGS possesses the professional capacity for continuous, on-going improvement. Inspectors graded BGS as 'Excellent' in all aspects of provision at all ages. Nonetheless staff at BGS believe that whilst many things are done well there are always opportunities to improve the school's provision and that culture of self-evaluation and striving for improvement continues. The inspection report is available on the School's website.

At BGS our ambition is to be exceptional in every facet of our provision. To that end every academic department focuses on providing an exceptional learning experience for every student and all staff seek to facilitate that learning.

The School bases its provision on the National Curriculum and aims to go well beyond it. Setting is used in some subjects. There is no streaming. In Year 7 all students follow a curriculum which includes English, Mathematics, Science, French, Spanish, History, Geography, Technology, I.T, Latin, Religious Studies, Art, Music, and Physical Education. In Year 8 students follow the same curriculum but may choose to study one of Russian or German in place of French or Spanish; they also follow courses in separate sciences. In Year 9 students choose a personalised curriculum in addition to the core subjects of English, Mathematics, Biology, Chemistry, Physics and are offered a very wide selection of curriculum subjects which they may choose to continue to GCSE. These subjects include Greek, Business Studies, Computing, Physical Education (Sports Studies), Dance, Food and Nutrition and Theatre Studies; at the end of Year 11 all students take some 11 GCSEs drawn from the core subjects of English, Mathematics, Biology, Chemistry, Physics, a Modern Foreign Language and a Humanity subject, together with a selection of other subjects, chosen from a carefully balanced range of options. The Sixth Form provides a flexible range of AS/A2 options chosen from English Literature, English Language, Mathematics, Chemistry, Biology, Physics, Modern Languages, Latin, Greek, Classical Civilisation, History, Geography, Economics, Business Studies, Computer Studies, Art, Music, R.S., Technology, Dance, Sports Studies, Psychology and Theatre Studies. Many departments are embarking on new 'A' level specifications as part of the revised 'A' level programme, with all subjects scheduled to move to this 'linear' style examination from September 2017. In addition all students are required to follow a course of wider activities, and attend a richly diverse programme of weekly lectures by visiting speakers. Students from the Sixth Form proceed to a wide range of faculties at leading universities in the United Kingdom, including a good number to Oxford and Cambridge, and increasing interest in universities in the United States and Europe.

All teachers are issued with a laptop and an iPad to aid their teaching. By September 2016 it is expected that the roll-out of iPads to all students in Years 4 to 13 will be complete. (Currently Years 7, 11 and 13 do not have them.) Learning is supported by an effective Intranet that students and staff use from home and in school.

The School has a Scholarship scheme and also a Bursary Scheme which is able to offer financial assistance towards the fees of able students whose parents have limited means. The schemes are kept under regular review by the Governors and we are looking all the time for ways to extend them. The School enjoys a local and national reputation for its academic achievements and the demand for places is strongly competitive from girls and boys.

Games and co-curricular activities flourish and are an integral part of education at BGS. Major dramatic and musical events are put on regularly and the vigorous House system provides valuable extra opportunities for an enormous range of sporting, social and cultural activities, as well as for individual pastoral support. Pastoral care is also supported by a team of sixth form Peer Mentors, a School Counsellor and a School Nurse. Visits abroad of all kinds are arranged every year.

Safeguarding is taken very seriously and all staff and students receive regular reminders and training.

The School benefits from some fine Victorian buildings adjacent to the University of Bristol in the heart of the city. In recent years an extensive development plan has included the opening of an Infant School, refurbishment of the Sixth Form Centre, partly refurbished science laboratories, extension of the art school facilities and new food and nutrition facilities. Other major developments in previous years have included a large sports hall, a purpose-built technology centre, AstroTurf pitches and a large sports pavilion. A new Performing Arts Centre was opened this year and the facilities for Drama, Dance, Music, History and Philosophy & Religion have been redeveloped. All departments have their own designated teaching and office areas.

The city is a congenial place in which to live, with first class cultural, social and shopping amenities. The rail and motorway networks provide quick and easy access to all parts of the country and near to hand are the delightful coastlines and countryside of Wales and the South West.

Our Mission and Aims

Mission of the School

Life-changing learning, friendships, and adventure

We aim high at Bristol Grammar School and are proud to do so; inspiring a love of learning, fostering intellectual independence and promoting self-confidence and a sense of adventure amongst our young. We set our sights on academic excellence and involve our students in progressive, responsible and engaging debate in everything we do.

Our purpose is to provide an exceptional education for all our students, developing in them a spirit of enquiry and independence of thought through high-quality teaching, warm pastoral care and broad-ranging intellectual, physical and cultural opportunities. We wish to encourage a mature sense of responsibility from an early age, forming well-rounded young people who are able to use their talents and leadership potential in the service of others, here and in their future lives.

Above all, we are committed to supporting our students so that every one of them may achieve their goals and leave BGS as confident, compassionate and ambitious young adults.

Aims of the School

For every student to:

- achieve their full academic potential through a rich, stimulating and progressive learning experience
- be prepared and motivated to contribute positively and compassionately to the world through the cultivation of our School spirit
- flourish culturally, intellectually, morally, physically and spiritually in a happy and nurturing environment through a wide range of far-reaching opportunities.

Job Role Specification

Post: ICT Technician
Line Manager: ICT Systems Manager

ICT at BGS

The ICT Support Department is a busy and lively department supporting every aspect of the School's use of ICT and related technologies. We aim to provide proactive support and the team strives to deliver the best possible solutions for the School.

BGS is well equipped with projection solutions in almost all classrooms, as well as interactive whiteboards or TVs in some. We have dedicated computer suites and many banks of laptops running Windows 7 and Microsoft Office 2013 as well as large amounts of curriculum software. The School also uses Chromebooks to supplement departmental access and our sixth formers are allowed to bring their own devices to school. Our recently constructed 1532 performing arts centre also has a number of classrooms containing Apple Macs, primarily for music, as these allow students to become more familiar with the industry standard tools. Printing and scanning facilities are available throughout the school.

Teachers are issued with a laptop and iPad, and all students from year 3 upwards have an iPad configured for their personal use. Senior school students also take these home to aid their studies. Students in the infant school have access to class sets of iPads.

At the heart of our school computer network we have a VMWare virtual server environment, with a HP storage area network, containing a series of Windows Server 2012 and 2008 servers. The School has a good network infrastructure with a 500Mb leased line connection and a centrally managed wireless network which covers the whole school site.

SharePoint has been installed to provide the School's intranet. This along with a number of other solutions, such as Google Apps and Microsoft Office 365, provide a great tools for enhancing learning. Staff and Students have access to these and their e-mail from home. A Citrix environment also offers staff and students access to virtual desktops, meaning that school specific software can be accessed from home.

BGS uses SIMS as our management information system, and has integrated into SharePoint Capita's learning gateway. This allows parents and students to view information held on the school's MIS such as homework, behavior and attendance information or reports.

Duties and Responsibilities

The ICT Technician is responsible to the ICT Systems Manager, under whose guidance the technician helps to diagnose and correct software and hardware technical problems for the whole community of School ICT users. As one of a team, the duties and responsibilities include:

- Working with the user to determine the exact nature of any fault and identify a resolution or workaround
- Proactively analysing the reasons for breakdown of systems
- Providing technical support over the phone, or online support services as required.
- Visiting users on site for problems that cannot be dealt with remotely
- Installing and configuring new equipment and solutions as well as upgrading existing systems
- Testing, repairing and maintaining equipment
- Documenting problems and solutions
- Giving basic training to new users or customers in using their PCs or specialist software applications.
- Ensure that all classroom computer equipment is fully functional.
- Audit track and security mark all new computer equipment before installation.
- Management of software updates and patches
- Make sure effective backups are taken and stored securely, correcting any issues that might arise
- Escalation of any issues that cannot be resolved, or are of significant impact to the ICT Systems Manager or a senior member of the team.

This list is intended as a guide and is not exhaustive. The post holder is expected to be flexible and adaptable, and responsibilities include all reasonable requests made by the ICT systems Manager or Director of ICT.

Candidate Specification

It is expected that the ICT Technician will possess the following attributes:

L = assessed through evidence from application form, references and letter of application	I = assessed at interview	E / D = Essential / Desirable
Prior experience in an IT Support Team providing 1 st /2 nd line support within specified service level agreements (SLAs)	L	I E
Working knowledge of networking and operating systems, hardware and common office software	L	I E
Prior experience of working with Microsoft Windows environments – server & desktop and Microsoft Exchange 2013	L	I E
Experience of Apple iOS	L	I D
Experience of Active Directory to manage user accounts and permissions	L	I D
Ability to carry out repairs to hardware and peripherals	L	I D
Be able to work alone or as part of a team	L	I E
Be able to keep up to date with developments in ICT	L	I E
Be aware of safety issues associated with electrical equipment	L	I E
Be interested in building a career in IT, and have a willingness to learn new things to be successful in the role	L	I E
Any of the qualifications listed below would be seen as advantageous, however a willingness to learn and develop in the role is more critical. Microsoft Certified Professional (MCP), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Technical Specialist (MCTS), Microsoft Certified IT Professional (MSITP), VMWare Certified Professional (VCP), Citrix Certified Administrator (CCA)	L	I D
An enthusiastic and approachable nature with the ability to work calmly and professionally under pressure		I E
The ability to develop good working relationships with all members of the School community	L	E
A well organised and resourceful approach to their work including record keeping and have the ability to prioritise tasks to meet deadlines	L	I E
A methodical and analytical approach to work with the ability to conduct research and diagnosis to resolve issues	L	I E
Ability to identify proactive solutions to reduce reactive workload	L	I E
Commitment to the ethos and holistic education provided by BGS and to the maintenance of BGS as a leading independent school	L	E
Be able to communicate well with children and young people and in particular be prepared to demonstrate: <ul style="list-style-type: none"> • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with any challenging behaviour • Professional attitudes to use of authority and maintaining discipline • Understanding of safeguarding and promoting the welfare of young people 	L	I E

Working hours and conditions

Working Hours	40 hours per week (with one hour for lunch) according to a shift pattern covering the hours of 7.30am to 5.30pm, Monday to Friday. The dependence of the School upon ICT services will require flexibility (evenings & weekends) from time to time for which appropriate compensation will be given.
Salary	The salary will be determined by the BGS Technical and Clerical scale and will be dependent on relevant experience and technical expertise.
Pension	The School will automatically enrol support staff into the Pension Trust “Defined Contribution” pension scheme provided they meet certain eligibility criteria. Those choosing not to be a member of the Scheme may opt-out in accordance with the rules of the Scheme.
Holidays	Paid holiday entitlement is 20 working days per annum, in addition to Bank Holidays. Increasing to 22 working days per annum after 2 years’ service and then increasing by one working day per additional years’ service until it reaches a maximum of 25 working days. Holidays are not normally taken during term time.
Lunch	School lunch is provided during term time.
Education	At present the School’s policy is to allow all eligible members of staff to educate their children at the school at concessionary rates, subjects to their children meeting the academic entry requirements and subject to a place being available.
Sports Facilities	Free use of school sports facilities.
Library	Free use of the school Library.
Car Parking	No car parking is provided during term time

How to apply

Application forms, to which may be added a personal *curriculum vitae* if desired, should be accompanied by a *brief* covering letter addressed to the Headmaster, Mr R I MacKinnon, and should be sent to Miss Rose Moscrop, HR Administrator, Bristol Grammar School, University Road, Bristol, BS8 1SR, bgshr@bgs.bristol.sch.uk

The closing date for applications is Wednesday, 22 March 2017, at 9am.

Interviews are currently planned for Thursday, 30 March 2017.

Bristol Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. In accordance with our Child Protection Policy we are unable to process applications without a fully completed application form. The post is exempt from the Rehabilitation of Offenders Act 1974. All convictions, cautions and bind-overs, including those regarded as ‘spent’ must be declared when applying. The applicant may post such a declaration in an envelope marked ‘Private & confidential for the Headmaster’ which will only be opened should the candidate be shortlisted. The successful applicant must obtain List 99 clearance and DBS (Disclosure and Barring Service) clearance at enhanced level.