The Willow LEARNING TRUST

Application Pack for the position of
Senior ICT Technician
Willow Learning Trust
Required: As soon as possible

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ICT Department Information

Willow Learning Trust have their own in-house ICT Support team consisting of the Trust Network Manager, Service Manager, Senior Technician and two Apprentice technicians. The team support the teaching and learning across all three Trust Schools. Whilst based at Glenthorne High School we provide support out in the field to our two primary schools, with timetabled visits to carry out fault fixing and installations. We work in a proactive, demanding environment with a strong emphasis on learning and developing. Current projects include updating our network switching and are always looking for ways to improve our infrastructure.

Areas of support include: E-mail, File / Print servers and Databases plus Wifi. and mobile devices using MDM. Over the past 18 months there has been a big shift to cloud computing with the need for effective home learning, this area is constantly and improving and the department work closely with the SLT to ensure efficient service to our pupils and staff. Our workload is managed by a ticketing system, allowing tickets to be prioritised and assigned as and when needed.

The department is well supported by the Trust providing a friendly and enjoyable environment within which to work.

JOB DESCRIPTION

Post Title:	Senior ICT Technician
Responsible to:	ICT Network Manager
Grade/Scale:	Scale 5/6
Hours:	Full time – 36 hours per week/52 weeks per year
Location:	Based at Glenthorne High School and working across all Trust schools.

Key Responsibilities:

To ensure the successful operation of, security and provision of technical support for all the Trust computer and electronic communication systems and networks on a day-to-day basis including ensuring all ICT equipment is in working order.

Support and management of ICT apprentices including attendance of any meetings that may be requested by course provider.

General Responsibilities:

1. Maintain Trust network hardware and equipment:

   a. Ensure that equipment is working and remedy any problems as appropriate.

   b. Ensure equipment is clean using appropriate methods.

   c. Monitor and advise on the security of all network equipment.

2. Supervise the day to day running of the Trust networks. This will include:

   a. User and email administration.

   b. Application implementation and roll-out.

   c. System backups.

   d. Monitoring system usage and disk space.

   e. Monitor and maintain network security in consultation with line manager.

   f. Maintain all network equipment to ensure availability of network services.

3. Meet regularly with the Network Manager and ICT Technicians on routine operational issues relating to the Trust's ICT facilities so as to ensure appropriate support to users on a daily basis and provide technical support and advice on any problems/issues identified.

   a. Conduct regular reviews of the Trust use of ICT including the identification of user needs, planning the appropriate prioritisation of tasks and devising service plans so as to ensure continuous improvement of the school's ICT facilities.

   b. Keep up to date on developments in ICT and as a result to make recommendations to the Trust Network Manager on the Trust's ICT equipment and resource requirements with regard to the development and maintenance of the ICT network.

    c.   Liaise with outside agencies with regard to the range and availability of ICT equipment and resources and development of the Trust's network. Research ICT agencies and suppliers so as to ensure value for money in purchasing resources.

    d.   Be responsible for the security of all ICT equipment, ensuring processes are in place to store resources securely, lock up computer rooms at the end of each day and adhere to procedures for booking in/booking out of equipment.

4. To be responsible and ensure the Onboarding of all new staff into the Trust following the procedure as defined by the Trust Network Manager.

5. To assist the Trust Network Manager in ensuring all staff receive a New Staff Induction to ICT.

6. Provide advice and support to teaching staff and pupils as directed by Line Manager:
    a.   Give advice on the use of equipment.
    b.   Support individuals with development of ICT skills and software familiarisation.
    c.   Support the provision of INSET and internal training.
    d.   Prepare classrooms ready for ICT lessons.

7. Support the administrative staff in their use of ICT as directed by line manager:
    a.   Support SIMS.net administration system.
    b.   Assist administrative staff in their use of Office 365 and Windows systems
    c.   Support and maintain the school's Managed Learning Environment: Frog.

8. Assist Line Management with equipment acquisition:
    a.   Order ICT equipment and consumables as required.
    b.   Maintain familiarity with ICT developments and suppliers to ensure good purchasing decisions are made.
    c.   Observe and advise on Health and Safety good practise.

9. Ensure ICT office and ICT suites are secure when not in use.

10. Maintain helpdesk call logging for support issues raised by network users:
    a.   Log calls from staff and pupils.
    b.   Update users with the status of issues.
    c.   Document your daily activities.

11. Help to support and train staff on their responsibilities to GDPR law. Ensuring that:
    a.   Systems and users comply with existing GDPR rules, as dictated by existing Trust and School policies
    b.   Any concerns or issues regarding data protection, security and retention are immediately forwarded to the Trust Network Manager and DPO.

12, Supervise and assist with the IT support of all Trust schools. Duties include:
    a.   Ensuring that staff attend Trust schools as per the agreed Trust schedule, and that staff at these schools are informed if scheduling needs to change
    b.   Escalating issues that the technicians may discover to the Network Manager if necessary, and discussing practical solutions

13. Making visits on a weekly basis to Trust schools to ensure that completed work is of a satisfactory standard and as a proactive measure to ensure that any planned work is feasible and useful.

Other Responsibilities

14. Maintain and develop Trust Intranet and web sites in consultation with Line Manager:

    a.   Develop and maintain Intranet web site for staff, pupils and the ICT Support Team.

    b.   Develop and maintain school website.

15. Supervise the audit all ICT equipment in the Trust and ensure accurate records are maintained and kept up-to-date.

PERSON SPECIFICATION

	Essential	
Qualifica-tions **or Training:**	1. Minimum of GCSE Grade C in English, Maths and Science or equivalent	AF
Practical Skills:	2. Confident in maintaining and using a range of computer hardware, networking equipment and software.	AF/I
	3. Experience of working in a network-based environment.	AF/I
	4. Excellent working knowledge of Windows 10, Windows Server 2012 - 2019 and Exchange 2012 – 2019.	AF
	5. Excellent working knowledge of Office 365, SharePoint, Microsoft Teams and Microsoft Azure.	AF
	6. Experience of using SIMS.	AF
Personal Qualities & Attributes:	7. Enthusiasm and commitment to the aims of the school, including equal opportunities	AF/I
	8. Show an understanding of safeguarding responsibilities and the need to work within the school's Child Protection Policy	AF/I
	9. A conscientious and flexible approach to work including possible evening and weekendworking.	I
	10.Willingness to participate in, and who commitment to, own continuing professional development	I
	11.Self-motivated and able to work on own initiative, prioritising and setting personal targets, as well as part of a team	I
	12.Ability to deliver high quality service whilst under pressure.	I
	13.Ability to communicate effectively and confidently both verbally and in writing.	AF/I
	14.Presentation of an appropriate professional image in order to adhere to the school's Dress Code for staff.	I
	15.Good time management and organisational skills.	I
	16.Appreciation of the issues of confidentiality and adherence to data protection regulations.	I
	Desirable	
	17. Relevant experience and qualifications: CCNA level network understanding and experience, Microsoft certified exam-level experience .	AF
	18. Scripting/PowerShell knowledge	AF
	19.Experience of using SCCM	AF
	20. Experience of creating web-graphics using CSS, XML and HTML.	AF
	21. Experience of using Apple MACs.	AF
	22. Experience of Frog.	AF
	23. Experience of Google cloud services.	AF

Key: AF = Application Form I = Interview

Candidates will be shortlisted against the above essential criteria. Issues relating to safeguarding and promoting the welfare of children will be explored during the interview process. The successful candidate will be required to complete an Enhanced DBS check.

GUIDANCE TO APPLICANTS

Please read these carefully before making your application.

THE APPLICATION FORM
Please complete in **black** pen or type. Additional sheets may be used.

The application form will play a key part in whether you are called for an interview, so it is important that you take your time and complete it as fully and accurately as possible.

When selecting candidates for interview we have to base our decisions on the information you give us. The Person Specification is enclosed with this application form. This is a list of the skills, knowledge, qualifications, experience, aptitudes and abilities that are required to perform the job. When we read your application form we will be looking for evidence of examples which demonstrate how you meet the criteria in the person specification. You must include sufficient evidence and examples to show that you meet the requirements.

PERSONAL DETAILS
For monitoring purposes we would ask that you provide the information requested on the Equal Opportunities Monitoring Form at the back of the application form. This form is removed before shortlisting and will be destroyed after monitoring.

CAREER HISTORY
This is the record of your work history. It may include periods of unpaid or voluntary work as well as paid employment e.g. you may include time spent as a carer for one of your family or a voluntary helper in a school. Please account for any gaps in your employment history.

If the title of the position does not make it clear what work you did e.g. twilight crew, canvasser, please briefly describe the main duties.

You may continue on another sheet if you need extra space.

EDUCATION, QUALIFICATIONS, TRAINING
The Person Specification may ask for specific qualifications or training. You should list the relevant qualifications or courses undertaken. Where you have additional qualifications or training, mention these if they relate to your knowledge or skills. Proof of qualifications will be required at interview.

STATEMENT OF SUITABILITY
This section is your opportunity to show us that you meet the Person Specification. Take each criterion of the Person Specification and tell us the details of your knowledge and experiences. Give specific examples of things you have done which demonstrate your ability.

When reading your application, we cannot assume that because you have experience you also have the ability to carry out a task and vice versa. You may have experience of managing staff, but we need to know how you motivated your staff. We don't expect you to have formal experience, but if you can show that you have the ability to do the component tasks, that will be equally acceptable e.g. to organise a meeting you need to be able to: liaise with others, book accommodation, organise refreshments, and compile agendas.

You may already have prepared a CV and want to send that instead of answering the Statement of Suitability. You may send it, but you must also complete the Statement of Suitability. CVs often list the jobs you have had and their responsibilities, but they often do not properly describe your skills and abilities. It is unlikely that we will be able to find enough evidence in a CV alone.

You may use examples and evidence from outside paid employment. You may use examples from voluntary work or your hobbies or interests.

REFEREES
If you are offered the job, the offer will be made subject to receipt of satisfactory references, pre-employment medical clearance, an enhanced DBS disclosure and, for teaching staff, a check on your teaching qualification status. If your referees do not confirm what you have told us, we may want to discuss this with you. We will ask you to complete an online Medical Questionnaire which will be sent to our Occupational Health Department. It is their job to make sure that you are fit to do the job we have offered you. In some instances, you may be asked to go for a medical examination. You will also be asked to supply evidence of any qualifications that are required.

All employees are required to have DBS clearance. Unless you have a clearance issued within three months of being appointed, and have had no break in employment, we will require a new check to be carried out.

RELATIONSHIPS

We do not have a policy of excluding people who are related to school staff, Trustees or Governors, but if you are related to someone we will make sure that they are not involved in the selection process for this post. If we find out after you have been appointed that you are related to someone who interviewed you, we may dismiss you. 'Related' includes co-habiting with someone.

INTERVIEWS

Glenthorne has a policy of using a wide range of selection methods to assess whether people meet the criteria. All teaching staff will be asked to take a lesson but you may also be asked to take an ability test, do a presentation or other work related exercise. You will be advised of any method being used for the post when called for interview. At the interview, you will be asked questions related to your Personal Statement as well as issues relating to safeguarding and promoting the welfare of children. Any issues of concern arising from a reference will also be explored during the interview process.

COMPLAINTS

The school is keen to ensure equality of opportunity in its recruitment and selection process. If you think that you have been discriminated against during the selection process on the grounds of your race, age, gender, marital status, caring responsibilities, gender re-assignment, sexual orientation, social class, religion, belief or disability you may make a complaint and we will investigate. If you feel you have been unfairly treated you must contact the CEO, in writing, within 3 working days of being rejected after an interview. You should explain the reason for your complaint to the Headteacher, or his/her representative. The CEO, or his/her representative, may want to talk to you before confirming the outcome of the investigation.

For more details, please visit Willow Learning Trust Website:
https://thewillowlearningtrust-sutton.frogos.net/app/os#!welcome/home

DATES FOR YOUR DIARY

The deadline for applications is **10am, Tuesday 31st August**

Interviews: **Early September**

To Start: **As soon as possible**