PINNER
HIGH SCHOOL

ICT TECHNICIAN

CANDIDATE INFORMATION PACK
2022/2023

Inspiring Learning

Letter from the Headteacher

Dear Applicant

Thank you for your interest in Pinner High School. With our motto of 'Inspiring Learning, we aim to integrate every student into our supportive and disciplined environment to help them achieve their full potential through our rich, broad and balanced curriculum. Every student who enters the school is believed to be of equal worth and capable of positively contributing to our community.

Our school has seen continuous academic success and achieved high standards that we aim to uphold. Having been graded 'Outstanding' by Ofsted, the high quality of teaching and support provided through our community has consistently been reflected through exceptional exam results and school achievements. Most recently, 35% of all GCSE grades were grade 7 and above, against a national average of 26%. Furthermore, 82% were graded 4 and above against a national average of 73%. We are incredibly proud of every single student.
Not only do we provide exceptional standards of teaching for all students, but our learning also goes beyond the classroom. With an extensive range of extra-curricular opportunities and pastoral care, we aim to leave all students with experiences that shape them for the future.

Our staff are highly qualified, dedicated and committed to providing a safe and inclusive environment. Students will receive the very best of what education has to offer and will find our school to be an inspiring environment that sets them up for lifelong success.

As an employee of Pinner High School, you can expect a wealth of benefits and opportunities from access to training, career development secondments, and additional duties attracting financial benefits, pension, free gym access and subsidised meals, under pinned via a collaborative and supportive environment.

If you would like to join our school please complete our application form and send with a covering letter to careers@pinnerhighschool.org.

Further information can be found via our website www.pinnerhighschool.org.

We look forward to working with you

Mr Raj Patel

Headteacher

ICT Technician

Reports to:	Network Manager
Start date:	June 2023 or earlier by negotiation
Salary:	H5 Point 11: £27,357 FTE per annum
Hours:	Full Time
Closing date:	15 May 2023

We encourage you to read our website carefully and familiarise yourself with our prospectus, this candidate information pack and the application form for the post.

Pinner High School opened in September 2016 with 150 Year 7 students. We will admit 180 Year 7 students each year; so having 900 Year 7 – Year 11 students. Our onsite sixth form, for up to 250 students, is now fully open with a full complement of year groups commencing this year 2022/23. Alongside this, there are 12 additional places for students with Autistic Spectrum Disorder. Pinner High School is located on Beaulieu Drive, HA5 1NB.

Pinner High School is part of The Harrow Academies Trust, a multi-academy trust established by the seven secular high school academies within Harrow. Our high schools, together with Whitmore High School (which is a community school maintained by Harrow Council), have a strong track record of collaboration, including establishing Sixth Forms, the age-of-transfer that saw Year 7 join high school (instead of middle school), academy conversion in 2011, and establishing The Jubilee Academy (an alternative provision free school) in 2013.

The Harrow Academies Trust also includes Harrow View Primary School, which is a primary school that will be constructed as part of the major housing / regeneration project in Harrow on the site of the current Kodak site.

The following job description is not necessarily exhaustive; it will be reviewed as appropriate and may be subject to modification or amendment at any time after consultation with the post holder.

While this post is expected to be based predominantly at Pinner High School it may involve work with, and at all schools within, the Trust as the Trust develops.

The Harrow Academies Trust is fully committed to the principles of equal opportunity, diversity and inclusion. We want to attract and retain the very best staff in all areas of the trust, ensuring our staff body reflects the diversity of our students and local community

INTRODUCTION

At the heart of a successful school is the provision of high quality teaching and learning, the effective use of resources, improving standards of achievement for all pupils and the promotion of pupils' personal development and well-being. All colleagues play a key part in this provision by a commitment to the school's ethos, by working effectively in administrative teams for the benefit of our students. In this way, s/he assists the school in reaching its targets and objectives.

JOB DESCRIPTION:

CORE PURPOSE

- To assist in the management of the school's ICT support services, implement procedures and provide a high standard of technical support in line with the school's ICT Service Level Agreement;
- To help maintain and develop the school's ICT resource for safe, effective use by students and staff;
- To support and advise students and staff in the appropriate use of ICT;
- To apply safe practices and maintain security on all hardware, the network, and data held and accessed, in compliance with the school's network and internet security policies;
- To keep appropriate records of hardware and software, and of support requests and actions taken.

KEY RESPONSIBILITIES

General Duties:

- To support the day to day running of the school network;
- To maintain and develop the school's ICT resources for safe, effective use by students and staff;
- To support e-safety and safeguarding of students on ICT equipment;
- To implement procedures and provide technical support in line with the school's ICT support
- service definition;
- To manage appropriate records of hardware and software;
- To investigate reported faults, support requests and to take action on these requests;
- To maintain/support Windows laptops and Chromebook devices
- To support and advise Teachers in the appropriate use of ICT;
- Resolve basic problems associated with operating systems, networks, software, hardware, printers etc. around the school;
- Maintain the hardware inventory with new and updated equipment in accordance with audit requirements;
- Maintain the school iPad's: installing apps through mobile device management system (Meraki);
- Updating of student user accounts and generating new accounts when necessary following the school's username policy;
- Maintain the school domain, updating of student user accounts and generating new accounts when necessary following the school's username policy, and deleting staff and students as they join or leave the school;
- Maintain an up-to-date inventory of ICT software and licenses in school;
- To maintain and develop school audio visual equipment.
- Manage school CCTV when required;

Key Skills and Knowledge:

- Good and effective communication skills to be able to deal with non-technical teaching and support staff;
- Ability to perform routine maintenance tasks, including installing basic software packages and setting common options;
- Ability to detect, diagnose and resolve PC, peripheral and application errors;
- Ability to maintain, upgrade and repair a wide range of PCs, laptops and peripherals, and to install complete applications;
- Windows 10/2012 server:
  - General understanding of Windows 2012r2, 2016, 2019, 2022 server and administration of Active Directory;
  - Understanding of Group Policy management and administration in Windows 2012r2;
  - Basic knowledge of Windows 2012r2 and onwards for deployment of windows applications and managing ICT desktops and laptops windows 10 image deployment;
  - Basic knowledge of HP/Cisco/Aruba switches;
  - Good knowledge of managing windows 2012 print servers;
  - Detailed understanding of working of Windows 10, diagnostics and troubleshooting;
- Basic understanding of the following:
  - Back-up systems (VEEAM and RedStor);
  - Mobile Device Management technology (Meraki/Apple Schools Manager) for iPads and tablets administration and installation of Apps;
  - Microsoft windows Hyper-V technology;
  - Google Workspace for Education;
  - Cisco web filtering systems (Cisco ASA);
  - Impero Software;
  - Inventry Sign In System
  - Networking technologies; TCP/IP, DHCP, DNS, ADFS and WiFi
- Provide or access support for all school specific software, e.g. Arbor, Parent Pay, Inventry, PaperCut and others as necessary;
- Works well with young people;
- Willingness to learn new skills.

Health & Safety:

- Carry out all safety checks and perform risk assessments of activities, equipment and environment as required;
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users;
- Develop and implement relevant H&S procedures and ensure that all ICT users follow appropriate practice.

Configuration & Installation:

- Update records of installed hardware and software; maintain a software library and store original copies of installed applications;
- Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use;
- Design and apply simple processes to manage configuration and change within the school;
- Implement a structured approach to rolling out new hardware and software;
- Maintain, monitor and review school procedures for managing and recording installations and

configuration changes;

- Implement the school policy on asset disposal.

Continuity, Maintenance & Security:

- Follow school backup, virus protection, security & routine maintenance procedures;
- Assist the Network Manager in the maintenance and review of contingency plans for whole-school ICT systems and for technical support.

Strategy & Planning:

- Work with the Network Manager to identify future ICT requirements and solutions.

Budget & Team:

- Purchase consumables based on the principles of best value and maintain adequate stocks;
- Maintain school asset register of all equipment purchased, with serial numbers, cost and locations identified;
- Work as part of a team and adopt flexible working practices;

Other Duties and Accountabilities:

- Attendance at meetings and support training sessions where relevant;
- Undertake such ICT or other training as is necessary to operate the school systems effectively and ensure that school and Trust procedures are adhered to;
- Work co-operatively with the admin and support teams and provide assistance as necessary to all parents, students, staff, Governors and other relevant stakeholders;
- Be aware of, and comply, with policies and procedures relating to inclusion, child protection, health and safety and security, confidentiality and data protection, reporting all concerns to the Headteacher and/or relevant member of the Senior Leadership Team;
- Ensure compliance with your responsibilities as laid out in Harrow Council's Equal Opportunity Policy and take an active role in promoting equality and diversity;
- Work co-operatively and support the school's Professional Review system, supervise the work of others and arrange training as necessary;
- Promote the school's policy on behaviour and punctuality for learning, and a commitment to providing a caring & stimulating environment, & improving standards for all students within the school;
- Undertake such other duties as reasonably correspond to the general character of the post and commensurate with its level of responsibility.

REASONS TO WORK AT PINNER HIGH SCHOOL

- A friendly, respectful and collaborative environment.
- The opportunity to work with a number of skilled professionals.
- The opportunity to contribute to extra-curricular activities as part of the 'Heads Challenge' scheme; our own Duke of Edinburgh style award.
- The opportunity to work with independent, resilient pupils who take pride in their community and themselves.
- Excellent CPD opportunities and access to training, including schools within the Trust across the Borough.
- A collaborative approach to building a new school community
- Opportunities to access and experience senior leadership positions

BENEFITS

- Continuous professional development;
- Employee AssistanCE Programme;
- Contributory pension scheme;
- Paid lunch break duty with free lunch whilst on duty;
- Subsidised meals;
- Free tea and coffee;
- Onsite parking
- Gym access;
- Brand new facilities;
- Free eye care voucher;
- Salary sacrifice scheme for Cycle to work
- Pension contributions
- Three weeks Christmas break in December

SAFEGUARDING & DATA PROTECTION

All staff employed by the Trust are required to be fully aware of and understand the duties and responsibilities arising from the Children's Act and associated Government guidance in relation to child protection and safeguarding young people.

All staff employed by the Trust are required to reflect and model the ethos and values of the Trust. All staff employed by the Trust are required to respect the confidentiality of information relating to students, their families, and staff.

Pinner High School and Harrow Academies Trust are committed to safeguarding and promoting the welfare of students. Successful applicants will be required to undergo an enhanced Disclosure and Barring Service (DBS) check.

For more information about our safeguarding policies, please visit our school website:

http://www.pinnerhighschool.org/page/?title=Safeguarding&pid=44

NOTES

The job description is current at the date shown, but in consultation with you, may be changed by the Headteacher to meet changing regulations or circumstances. These would be commensurate with the grade and title of the post.

All postholders are expected to be aware of and comply with policies and procedures relating to health and safety and security, confidentiality and data protection, reporting all concerns to the Headteacher and/or Line Manager as appropriate; ensure compliance with your responsibilities as laid out in the Pinner High School Equal Opportunity Policy and take an active role in promoting equality and diversity; promote the school's policy on behaviour and punctuality for learning, and a commitment to providing a caring and stimulating environment and improving standards for all pupils within the school.

The postholder may be asked by the Board of Trustees, Local Governing Body or Headteacher to undertake other duties that are reasonably regarded as falling within the duties and responsibilities of the post

APPLICATION PROCESS

The job description is current at the date shown, but in consultation with you, may be changed by the Headteacher to meet changing regulations or circumstances. These would be commensurate with the grade and title of the post.

All postholders are expected to be aware of and comply with policies and procedures relating to health and safety and security, confidentiality and data protection, reporting all concerns to the Headteacher and/or Line Manager as appropriate; ensure compliance with your responsibilities as laid out in the Pinner High School Equal Opportunity Policy and take an active role in promoting equality and diversity; promote the school's policy on behaviour and punctuality for learning, and a commitment to providing a caring and stimulating environment and improving standards for all pupils within the school.

The postholder may be asked by the Board of Trustees, Local Governing Body or Headteacher to undertake other duties that are reasonably regarded as falling within the duties and responsibilities of the post**.**

If Pinner High School sounds like it is right for you:

- Download the application from for the corresponding role from our website (https://www.pinnerhighschool.org/news/?pid=0&nid=5).

- Complete fully and email to careers@pinnerhighschool.org with your personal statement explaining why you want to work with us and why you are the best person for the role.

- CVs strictly not accepted.

If you have any questions or queries, please contact careers@pinnerhighschool.org or call 020 3096 0769

The school reserves the right to appoint at any stage of the recruitment process; early applications are encouraged.

PERSON SPECIFICATION

Education, Qualifications and Training	Essential	Desirable	How Identified
NVQ 2 in a relevant area or equivalent qualification and/or experience of working in a similar role	Yes		Application
Knowledge and experience of Arbor (Schools Management Information System)		Yes	Application
Educated to degree level or equivalent ICT qualification		Yes	Application
Microsoft Certified Professional		Yes	Application
Experience	**Essential**	**Desirable**	**How Identified**
At least 3 years' experience of 1st or 2nd line support	Yes		Application Reference Interview
Knowledge and experience of the following – Windows Servers (incl. Active Directory and Account Mgmt.); Microsoft windows Hyper-V technology; VMWare; Windows 10; Cisco ASA; Impero; Google Workspace for Education	Yes		Application Interview
Experience of building workstations and supporting desktop PCs, laptops and other network peripherals	Yes		Application Interview
Knowledge of networking technologies; TCP/IP, DHCP, DNS, ADFS and WiFi with key emphasis on diagnosing and troubleshooting abilities	Yes		Application Interview
Experience of both wireless and LAN setups and of working in server environments	Yes		Application Interview
Knowledge, Skills and Abilities	**Essential**	**Desirable**	**How Identified**
Demonstrates great communication & interpersonal skills	Yes		Interview Reference
Ability to engage constructively with, and relate to, a wide range of young people from different backgrounds	Yes		Reference Interview
Ability to work independently and, at the same time, understand the value of team work and the overall strategy of the department, for the benefit of young people	Yes		Application Interview
Ability to plan and prioritise own workload, those of others, act on own initiative and manage conflicting demands, with minimum supervision	Yes		Reference Interview

	Essential	Desirable	How Identified
Ability to take initiative and work proactively to provide solutions to problems	Yes		Application Reference Interview
Demonstrates an ability to quickly establish positive working relationships with students, staff, parents and a wide range of people from within and outside the school	Yes		Application Reference Interview
Demonstrates an ability to handle difficult situations with sensitivity, confidentiality and discretion at all times, combined with a calm personality, a practical approach and sound judgement	Yes		Reference Interview
Ability to be a good role model to young people – demonstrate and promote positive values, attitudes and behaviour	Yes		Reference Interview
Other Requirements	**Essential**	**Desirable**	**How Identified**
Enthusiasm, energy and commitment	Yes		Reference Interview
High expectations of ICT systems, respect for their social, cultural, religious & ethnic background, and a commitment to raising the achievement & self-esteem of all young people	Yes		Application Interview
A commitment to safeguarding & promoting the welfare of children and young people	Yes		Application Reference Interview
A willingness to undertake additional training, keep up-to-date with developments and changes in good practice	Yes		Interview
An interest in education and working within an educational environment	Yes		Application Reference Interview
Awareness and adherence to relevant health & safety regulations and a commitment to equality of opportunity	Yes		Application Interview