



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

Life
changing

Job Role Specification

Post: ICT Technician

Line Manager: ICT Systems Manager

Anticipated start date: ASAP

Outline of Department:

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 10 and Microsoft Office 365 as well as large amounts of curriculum software. Our recently constructed 1532 performing arts centre also has a number of classrooms containing Apple Macs, primarily for music, as these allow pupils 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 pupils from year 3 upwards have an iPad configured for their personal use. Senior school pupils also take these home to aid their studies. Pupils in the infant school have access to class sets of iPads. In addition to our 1to1 iPad deployment some sixth form pupils are granted access to the School's wireless network on personal laptops to further aid their studies.

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 based 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 great tools for enhancing learning. Staff and Pupils have access to these and their email from home as well as a much of the school software via a Windows RDS deployment.

BGS uses SIMS as our management information system, and allows parents and pupils to view information held on the school's MIS such as homework, behaviour and attendance information or reports via the relevant SIMS apps.

Purpose of the job

To provide proactive first and second level ICT support for School's Staff, Pupils and Parents as well as configure and deploy new hardware and solutions within the School, all of which works toward providing the best ICT service that the School can deliver.

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, as well as deploy new solutions 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.
- Any other task or activity as reasonably requested by management
- Conforming to the School's Code of Conduct.
- Adherence to the School's safeguarding procedures

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 relevant management.

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 2016	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 in to a “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

Equal Opportunities

The School is an equal opportunities employer and is committed to equality of opportunity for all staff. Applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

How to apply

Application forms should be accompanied by a *brief* covering letter addressed Headmaster, Mr JM Barot, and a monitoring form. Please send to the HR Department, BGSHR@bgs.bristol.sch.uk (Bristol Grammar School, University Road, Bristol, BS8 1SR)

The closing date for applications is 29 July 2019, at 9am.

Interviews are currently planned for 14 August 2019.

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.