St Bede's School

64 Carlton Road, Redhill, Surrey, RH1 2LQ

IT Technician

Full Time (36 hrs per week, full year)

Starting salary £18,698

To Start ASAP

Application Deadline:

09:30hrs 7th October 2019

Ofsted
Outstanding
Provider

About St Bede's

At St Bede's we are proud to serve roughly 1,700 boys and girls of all abilities, age 11-18, from the Reigate, Redhill, Caterham, Horley and surrounding areas. This includes over 300 studying academic courses in the sixth form. The school has an Anglican, Catholic and Free Church foundation and we work hard to create an inclusive ethos. Our aim is to ensure that pupils thrive academically, socially and spiritually within a Christian framework.

In January 2017 Ofsted carried out an inspection of St Bede's and judged the school outstanding in every category. The report acknowledged that pupils make exceptional progress in all year groups and in almost all subjects. Disadvantaged pupils and those who have special educational needs and/or disabilities also make rapid progress. The inspection highlighted the teaching in the sixth form as consistently challenging and as a result, students are motivated to learn and achieve excellent outcomes.

Attainment and progress scores at GCSE and A level are consistently above national averages. We are particularly proud of the English and Maths results achieved in the new 9-1 GCSEs. Both departments achieved fantastic results at 4 and 7 grades. St Bede's also saw a steep rise in the number of students achieving the English Baccalaureate.

Measure	2017	2018	2019
Attainment 8	54.9	57.4	58.3
Progress 8	+0.48	+0.68	Not yet published
EBACC	43%	49%	54%
EBACC entered	74%	77%	84%
4+ English	84%	86%	92%
4 +Maths	89%	88%	89%

Our school is committed to the safeguarding of children so all appointments are subject to a satisfactory enhanced DBS check. Only applications made on our School Application Form will be considered; we do not accept CVs or unsolicited testimonials. It is our policy always to request references prior to interview.

"A zest for learning permeates the whole school. Teachers' high expectations mean that pupils are ambitious for their own futures and approach their learning with deterimination and resilience." Ofsted 2017

IT Technical Team

at St Bede's

The IT Technical Team at St Bede's, is responsible for maintaining and developing a complex network infrastructure, consisting of

- The server and storage platform hosting in excess of 20 virtual servers, running Microsoft Server 2012 in an Active Directory environment. This system is responsible for managing the 2000 users, and 500 networked windows PCs and laptops.

- The school manages several internet facing servers for a range of purposes. There is a primary internet connection of 300Mbps and a slower backup line. Attached to these is a filtering device which supports the online safeguarding of students alongside classroom management software.

- The wired network infrastructure consisting of HP switches: both server and distribution switches are connected directly to the core switch through fibre and cat5 cable to provide network coverage across all the school buildings.

- The wireless network infrastructure is supported from the wired network and comprises a number of cloud managed Aerohive AP230 access points, to provide site-wide WiFi availability.

- 4 network-managed mac suites, which run Adobe Creative Cloud software, together with LogicPro and native macOS software, necessary for delivering the Creative Arts and Music Technology curriculum

- 10 Chromebook Trolleys each containing 32 chromebooks, which form the backbone of our curriculum provision through the use of Google G Suite. All staff and students have G suite accounts used for communication, collaboration, work management and access to educational resources.

- Print services are provided via a suite of Toshiba MFPs, controlled by Papercut, print management software

- The IT technical team take an active role in supporting school staff and students in all areas of learning, teaching and administration.

Job Profile

St Bede's is a voluntary-aided school in which staff are employed by the Governors and will work within the policies approved and applied by the Governing Body and under the direction of the Headteacher. All staff are expected to support the Christian ethos of the school, maintain the highest professional standards and contribute to the development of St Bede's as a thriving community.

Role Purpose: To support the effective use of ICT systems by providing efficient and effective first line support.

Key deliverables include:

- Delivery high quality onsite and remote support on a range of technical issues and problems across the school
- Respond appropriately and effectively to incidents, queries or complaints. This requires a hands on approach, taking ownership of assigned incidents and managing them through to resolution.
- Install, maintain, support and troubleshoot a wide range of ICT network and infrastructure systems, hardware (including but not limited to servers & switches etc., desktops, laptops, chromebooks, and peripherals) and software.

Contract The contractual basis of this post is the current Surrey Pay scheme and any other regulations currently in force.

Job Family: Regulation & Technical **Grade:** PS4

Responsible to: IT Team Manager

Accountabilities & Tasks

The key accountabilities are numbered below. Additional information/responsibilities are shown as bullet points under each accountability and are not considered to be exhaustive.

1 Planning & Organising

    1.1 Contribute to scheme and project development by providing basic support.
- Wireless network and Mobile Device management
- Software Installation and maintenance as part of delivering IT initiatives and in response to demand.

    1.2 Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.
- Print and copier support
- Hardware support including repair and deployment
- Routine maintenance, record keeping and documentation
- Day-to-day management of the IT helpdesk and internal procedures

2 Policy & Compliance

    2.1 Adhere to established processes, standards of service delivery and use of equipment to support any associated regulatory or technical compliance requirements.

3 People & Partnerships

3.1 Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.
- Provide technical support across the school to resolve ICT issues
- Work without direct supervision, but under management of senior ICT team members

3.2 Develop good working relationships with partners and stakeholders to deliver a timely and efficient service.

4 Finance & Resource Management

4.1 Deliver allocated activities within agreed processes and frameworks.
- Manage school owned technical assets

4.2 Use equipment in the correct and safe manner.

5 Analysis, Reporting & Documentation

5.1 Assist in the delivery of relevant assessments and investigations.

5.2 Ensure information and records are processed and stored to agreed procedures.

5.3 Assist in providing and manipulating basic data for statistical and other reports.

6 Duties for all

6.1 Values: To uphold the values and behaviours of St Bede's School.

6.2 Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

6.3 Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of yourself and others.

6.4 To have regard to and comply with safeguarding policy and procedure as appropriate.

7 Additional Requirements

7.1 Carry out any other task which might reasonably be required.

Person Specification

Criteria	Essential	Desirable
Education and Training	- Good level of education. Able to communicate effectively with students and staff at all levels. - Good general understanding of a range of IT applications, media and online materials. - Willing to learn and undertake training in post.	Specific relevant qualifications and/or experience in IT support, and/or media, arts, design, graphics, or web management.
Experience	- Successful in use of a range of IT and/or media applications. - Familiarity with mobile devices and associated apps. - Competent in the use, maintenance and management of IT and media equipment e.g. computers, cameras, mobile devices	- Experience in using HTML, CSS or PHP. - Experience in network support eg managing mobile devices, wifi etc - Experience in using and managing Google Apps. - Experience in using and managing Apple technologies - Experience in using and managing web based CCTV. - Knowledge of relevant Health and Safety issues.
Personal Qualities	- Able and willing to support the aims and mission of an ecumenical school. - Able and willing to maintain professional attitudes and responsibility with children and young people. - Calm and resilient under pressure. - Able and willing to get on with people - good 'people skills'. Friendly, helpful and patient with others. - Good team player. - Trustworthy and able to work to deadlines under own supervision. Be well organised. - Good sense of humour.	

How to Apply

If you would like to apply please complete our application form for Support posts and send it to us with a supporting statement which explains what attracts you to the post as well as detailing the skills and experience you would bring to it.

Your completed application can be emailed to:

jobs@st-bedes.surrey.sch.uk

or sent by post to:

HR Team
St Bede's School
64, Carlton Road
Redhill
Surrey
RH1 2LQ

If you have any queries please ring Carole Whybra on 01737 214048 or send an email to jobs@st-bedes.surrey.sch.uk

The deadline for receipt of completed applications is

09:30 hrs on 7th October 2019

We look forward to hearing from you.

Our data protection policy for job applicants is available at:

http://www.st-bedes.surrey.sch.uk/3041/data-protection

Quotes from our Ofsted Report

January 2017

"Pupils conduct themselves impeccably in lessons and around the school. They are polite and welcoming to visitors and wear their uniforms with pride".

"Teaching in the sixth form is consistently challenging. As a result, students are motivated to learn and achieve excellent outcomes".

"Teachers go the extra mile to meet pupils' individual needs exceptionally well. Their detailed subject knowledge, clear explanations and expert use of questioning ensure that pupils make rapid progress in their learning".

"Pupils are exceptionally well prepared for their next steps. A higher than average proportion of pupils, including disadvantaged pupils and those who have special educational needs and/or disabilities, progress to further education, employment or training. These destinations match pupils' career paths closely".

"The headteacher has created an open, tolerant and ambitious culture, underpinned by the Christian ethos of the school. He is a highly visible and approachable figure, well respected by staff, pupils and parents alike. Consequently, relationships between staff and pupils are exceptionally strong, and there is a purposeful and scholarly atmosphere throughout the school".

"Parents are overwhelmingly positive about the school. They value the school's nurturing climate, the range of opportunities available to their children and the visible and approachable leadership of the headteacher".