



## HIGHSTED GRAMMAR SCHOOL



Highsted Road, Sittingbourne, Kent ME10 4PT  
Headteacher: Anne Kelly BA MBA  
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### **IT Technician (Salary range FTE: £26,515 - £28,850) 37 Hours a week Full Time**

We are seeking to appoint a full time IT Technician to provide exceptional onsite support to students, staff, governors and visitors to the school, resolving support calls within specific timescales.

The successful candidate will work within the IT Service Desk to provide excellent IT and related technical support to all stakeholders to ensure the continuous availability of ICT equipment and infrastructure, under the direction of the Digital Infrastructure Lead and Network Manager.

Supporting children to secure their potential is a high-profile aspect of school life so the ability to contribute to strong team ethos is essential.

Applications are invited from creative and ambitious colleagues who can make a substantial impact on our continuous improvement.

The post is an exciting and challenging one, offering exceptional opportunity in an excellent school where we can offer you:

- the opportunity to inspire highly able and well-motivated students to fulfil and exceed their potential
- a dynamic and supportive working environment
- opportunities for professional development
- a private health care package supported by Benenden Health Care
- a competitive salary commensurate with experience

Please contact [admin@highsted.kent.sch.uk](mailto:admin@highsted.kent.sch.uk) for more information about the post or visit our website to download an application form: [www.highsted.kent.sch.uk](http://www.highsted.kent.sch.uk)  
(Closing date noon 15<sup>th</sup> November 2024)

The school reserves the right to consider the merits of early applications

*Highsted Grammar School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. This post is subject to an enhanced DBS check.*

*Highsted Grammar School is an Equal Opportunities Employer.*





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## Welcome to Highsted

At Highsted, we view education as a creative process. Our vision is to lead a happy and cohesive community which fosters academic, emotional and physical confidence. In doing this we create inspirational learners with the courage to take risks and the wisdom to learn from their mistakes.

Our success is as a consequence of striking a fine balance between tradition and innovation. Our values are traditional ones and we offer an unashamedly academic curriculum. We are keenly aware that we are preparing our students for a working life none of us can yet anticipate. Our focus, therefore, is on developing the skills, attributes and habits of mind that equip our young women as life long learners. Our aim is to launch them into the world as self-starters, focused but flexible, armed with the courage to grasp opportunities and the resilience and humour to negotiate setbacks along the way.

We hope that at Highsted you will find a society, a family – a place of lifelong learning that will support and encourage each and every member of our community.

Please use the contact details above if you would like the opportunity to tour the school or to meet the Head before making an application. I look forward to welcoming you to our school.

Anne Kelly - Headteacher

## Ofsted - Good

*'Pupils and students flourish and succeed at Highsted Grammar.'*

*'Pupils are courteous, polite and welcoming – they are happy, safe and well cared for.'*

*'Teacher's subject knowledge is exceptionally strong'*

*'Leaders set high expectations of what students can achieve. Pupils and students respond well to these high expectations.'*

*'An ambitious 'cognitive and compassion' curriculum offers a fitting balance of academic rigour and pastoral support.'*

*'Incidents of poor behaviour are low, and attendance is high. Pupils arrive punctually to their lessons, so learning time is maximised.'*

(Ofsted Inspection report 2023)

## About Us

Highsted Grammar School is a small girls' grammar school (around 900 on roll, including 182 in Sixth Form) situated in the North Kent town of Sittingbourne. We were one of the first to convert to academy status in the autumn term 2010.

Excellent road and rail connections give easy access to London, Canterbury, Ashford and the Continent. Sailing and swimming facilities in the area are good and there are plenty of community activities (for example, orchestral, choral, theatrical clubs, etc.) available. Theatres in Canterbury and Maidstone, as well as those in London, provide entertainment. A well-equipped sports complex in the town has excellent facilities both for the serious sportsman and woman and for family recreational use. House prices are relatively low for the South East and opportunities for further professional development are excellent.

The school itself is a high-performing girls' school, where pastoral care and enrichment feature as highly as academic success. Having featured three times in Her Majesty's Chief Inspector's list of outstanding schools, we are proud to play a leading role in the education of young people in our area. The pupils

are exceptional in every way – they are enthusiastic, personable, caring, and show considerable initiative – and we enjoy the strong support of parents. Likewise, the staff team – teaching, support and administrative – is talented, dedicated, hard-working and committed to the continuing success of the school. The governing body represents a group of capable, multi-skilled individuals, wholly supportive of the work we do.

The main block of the school was opened in 1958 when the school moved from older premises and since then other buildings have been added, including a technology block, new laboratories and additional classrooms. Development of the site continues with an imaginative, multi-purpose teaching area – the Hi-pod; new PE and dance studio, language laboratory and media studies/photography suite.

The Learning Resource Centre was created out of the old school library and boasts a light, comfortable and airy environment with good book stock, excellent ICT facilities and a pleasant reading area. It is very popular with students and well used by all age groups. Books, newspapers and specialist magazines are catalogued alongside other media and loans are monitored through an electronic library management system. Much of the day-to-day running of the Centre is undertaken by a group of library prefects, trained and overseen by the Centre Manager.

Highsted is a school of opportunity for staff as well as pupils, winning the School Achievement Award in two out of the three years that the scheme ran. We contribute extensively to initial teacher training, with many PGCE and SCITT trainees successfully completing their programme in the school each year and in recent years, no less than six members of the leadership team have been promoted to headship posts.

## **Selective Education**

Pupils are granted places at the school on the basis of success in the Kent selection tests or the Highsted Test, broadly speaking they represent the top 25% of the ability range. The economic and social characteristics of the locality are not the most affluent in Kent, so opportunities for value-added are high and the school is able to make a real impact within the community. At Sixth Form level we work in partnership with two other local schools, Borden Grammar (boys) and Fulston Manor (mixed). Through this arrangement, we focus mainly on A-level provision and are able to offer more than 34 different courses, including several applied A-level options. Highsted continues to be placed in the top 100 secondary schools (The Telegraph) based on our A-level results.

## **Partnership Working**

The school, formerly sponsored by Microsoft, received specialist school status through science and consequently we have implemented major changes to the ICT infrastructure to make full use of these connections. Across the school we regard this not only as a strategy to develop science further and promote the role of women in this area, but also as the opportunity to enhance provision across the whole curriculum.

The school has enjoyed a long-standing partnership with Gymnasium Fridericianum, Erlangen in Bavaria and this has led to regular exchange visits for more than 25 years. From our advantageous geographical position, we are also able to undertake day trips to Europe and each year there are study visits to France, Belgium and Italy, organised by different subject areas. For the first time in 2005, a group of Year 12 students spent three weeks in quality work experience placements in Brussels and this has become a regular part of the summer term enrichment programme, supported by substantial grants from the EU.

## **Extra-Curricular**

Music and drama within the school are exceptional, with high quality productions taking place every term. There is a strong choral tradition in the school. Sporting activity also features highly in the work that we do, and the pupils enjoy both local and national recognition in areas as diverse as cricket, judo and life-saving. Other extra-curricular activities are wide-ranging and responsive to student need. A very strong School Council has been an established part of Highsted for more than 50 years.

## **The IT Team**

We are looking for a dynamic, innovative and hard-working individual to join a committed, friendly and high-performing IT department that genuinely operates as a team – supporting and motivating one another in what is often demanding but always enjoyable work. It is essential for the cohesive running of the school that all team members follow and document processes and procedures. Hardware management comprises of hardware installation and deployment, device OS build and maintenance, application installation and maintenance, knowledge of a wide range of IT hardware and knowledge of methods of remote deployment. All members of the team adopt a logical approach to file/folder management and maintenance, good record

keeping and maintenance, an organised approach to task management and logical approach to prioritisation of workload.

Members of the team have a practical knowledge of the following:

Office 365 Admin including User, Group, Mail, Sharepoint and Teams maintenance.

Office desktop applications (Word, Excel, Outlook, Powerpoint)

Powershell

Hyper-V

VEEAM

Windows Server 2016/2019/2022 including AD, DNS, DHCP

RM CC4

## About You

From this brief description, potential candidates will realise that this grammar school offers far more than a purely academic focus. This does not come about by accident. It is entirely dependent on the determination and commitment of the whole school community, alongside effective delegation of tasks. If you have the potential to contribute to an exceptional school and would like to be part of a friendly, winning team, we would love to hear from you!

This post would suit a creative and ambitious professional who can work well as part of a team, is keen to contribute ideas and take on new initiatives and has high expectations of the students. It provides an opportunity to work with able and well-motivated students within a successful part of the school and with friendly colleagues. Flexibility and a personal desire to broaden professional experience would be an advantage.

## Application & Interview Process

Applications will only be accepted from candidates completing the school's application form, which is available to download from the website. All sections of the application form must be completed as accurately and as full as possible. Alternatively, applicants may submit their application via the Kent Teach website. Please note that CV's will not be considered in isolation and must be attached to an application form as a supplementary form.

Closing date for applications: 15<sup>th</sup> November 2024, at noon

Interview date: TBC

The school may interview early in the case of an exceptional candidate. Candidates will be shortlisted based solely on the information provided within the application form, so ensuring your application form is accurate and fully completed is imperative.

After the shortlisting process has taken place, candidates will then be invited to interview and references then contacted.

All candidates who have been invited for interview will be required to bring the following documentation:

- Right to Work in the UK evidence (typically a birth certificate, passport or driving license)
- Criminal Record Self Declaration (will be sent ahead of the interview)

Highsted Grammar School is committed to safeguarding and promoting the welfare of our pupils and expects all staff and volunteers to share this commitment. An enhanced criminal record check via the Disclosure and Barring Service (DBS) will be undertaken for the successful candidate, including a check of the DBS Children's Barred List. All applicants must be willing to undergo safeguarding screening appropriate to the post, including checks with the DBS and at least two satisfactory references. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children

## Job Description

**Job Title:** IT Technician

**Salary:** £25,127 - £27,638

**Responsible to:** Digital Infrastructure Lead and Network Manager

**Hours:** Monday to Thursday 8.00 am – 4.30 pm and Friday 8.00 am – 4.00 pm

### **Purpose:**

To provide onsite support to students, staff, governors and visitors to the school, resolving support calls within specific timescales.

To work within the IT Service Desk to provide excellent IT and related support to ensure the continuous availability of ICT equipment and infrastructure, under the direction of the Digital Infrastructure Lead and Network Manager.

### **Main duties:**

- Access incoming tickets and prioritise work according to internal service level agreements.
- Keep accurate and timely records within the Service Desks software ensuring all staff and governors receive feedback at all times on the progress of faults and changes.
- Carry out technical investigation into support calls and escalate to any third parties or the Network Manager where appropriate.
- Liaise with Highsted staff to help further gain information in to specific issues.
- Maintain spare ICT hardware ensuring it has been tested ready for use.
- Instigate hardware swap outs within the timescale set by the Digital Infrastructure Lead and network Manager to maintain service availability on failed devices.
- Maintain local backups, and escalate any backup issues to the Network Manager.
- Arrange any repair (where required) equipment under the terms of the warranty agreement on specific hardware.
- Produce formal damage reports as per the damage report process. Escalating to the Digital Infrastructure Lead and the Network Manager.
- Maintain and complete checklists for daily/weekly/monthly tasks.
- Monitor disk space usage within the school and assist in the production of automated disk management reports for school nominated representatives.
- Provide assistance in coordinating the testing and installation of new 3<sup>rd</sup> party software to the school in accordance with the change process, via the Digital Infrastructure Lead and Network Manager.
- Assist the school in data management and escalate any disk management issues to the Network Manager.
- Log incidents on the IT Service Desk when required.
- Maintain asset inventory changes when hardware/software is moved/deployed within the school.
- Escalate issues impacting on your ability to meet your specific objectives to the Digital Infrastructure Lead and Network Manager.
- Provide an excellent support service and be fully responsive to the needs of the school, escalating any conflicts to the Digital Infrastructure Lead and Network Manager.

### **Support for the school:**

- Be aware of and comply with policies and procedures of the school relating to Child Protection, Health and Safety, Security, Confidentiality and Data Protection, reporting all concerns to the responsible person.
- Ensure that every child is valued for who they are and that all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos, work and aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals to support achievement and progress for pupils.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise your own strengths and areas of expertise and use these to advise and support others.

- Provide appropriate guidance and supervision and assist in training and development of staff as appropriate.

**The above duties are not an exhaustive, and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Digital Infrastructure Lead, Network Manager, Site Manager or Headteacher.**

## Person Specification

### Support Staff : IT Technician

|  | Essential   | Desirable   |
|--|---|---|
| <b>Experience</b>  | 4 GCSEs Grade 9 to 4 (or equivalent) including Maths and English.<br>NVQ Level 3 in an appropriate subject or evidence of working towards this qualification or equivalent.     | Evidence of working in a secondary school setting.  |
|  | Willingness to contribute fully to wider initiatives/developments within school; comfortable with the support requirements of an educational establishment                      |   |
|  | Evidence of taking responsibility for own professional development.   |   |
|  | Evidence of working to consistently high standards of achievement; able to work unsupervised or as part of a larger team with strong multitasking & problem - solving abilities | A willingness to take on other tasks such as the development of the Governors' portal   |
|  | Excellent documentation and communication skills  | Flexibility to provide technical support to link schools when necessary   |
|  | Invigilate exams for up to 10 hours per week during term time, when necessary, during exam periods.   | A good understanding of the importance of public examinations within a secondary school   |
|  | Evidence of working with other professionals as part of a team.   | Application of good practice across other subject areas.  |
|  | Evidence of upholding the on-line safety of students.   |   |
| <b>Personal Qualities</b>                                      | Ability and confidence to work autonomously and to contribute fully as a member of the support staff team.  |   |
|  | Enjoy working with young people.  | Provide supervision in computer areas at appropriate times (including pre-school, lunch and after school) to enable the facilities to be fully utilised |
|  | Enthusiasm for IT and a desire to communicate that to others.   |   |
|  | Demonstrate energy, vigour and perseverance and promote an 'I can' philosophy.  | Ability to enthuse and motivate others.   |
|  | The ability to plan ahead and prioritise tasks.   | Willingness to take on delegated responsibility.  |
|  | Sense of humour.  |   |
|  | Ability to work under pressure and meet deadlines.  | Ability to build on the experience, advice and contribution of others.  |
|  | Consistently high expectations.   |   |
|  | Self-motivated and self-confident.  |   |
| Personal impact and presence with staff, students and parents. | Involvement in creative and innovative IT developments.   |   |

|               |   |  |
|---------------|---|--|
| <b>Skills</b> | Support staff - both teaching and non - teaching in the use of IT hardware and software | Assist with the use of ICT within the school, including external links, and companies, working with all curriculum disciplines and administration areas. |
|               | High-level communication and presentation skills.                                       |  |
|               | Think creatively and imaginatively to solve problems.                                   | Ability to anticipate problems and identify opportunities.   |
|               | Ability to use ICT effectively to support teaching and learning.                        |  |
|               | Ability to identify and develop opportunities.  |  |