



Notre Dame
CATHOLIC SIXTH FORM COLLEGE

have faith in your future

IT TECHNICIAN – SYSTEM SUPPORT

Full year or term-time only.

Salary in the range of Point 21 – 29 i.e. £17,946 - £22,714 per annum, pro rata, dependent upon skills and qualifications.

The Governors seek to appoint a well qualified person to the above post.

NOTRE DAME CATHOLIC SIXTH FORM COLLEGE

Notre Dame is a Catholic Sixth Form College located near to the universities and within walking distance of the city centre with good transport connections to the rail/bus stations. It is a very successful college of approximately 1900 full time 16-18 year olds. The College is rated as 'Outstanding' by Ofsted and is oversubscribed. The College has a high proportion of students from disadvantaged areas (the College is in the lowest quartile of providers nationally in terms of disadvantage).

Notre Dame offers Catholic students from Leeds and surrounding towns and districts an excellent opportunity to continue their education in an environment which lives by its mission to build a community based on faith and trust. Students are supported in their personal, academic and spiritual needs. Although the majority of the students are from Catholic backgrounds, the College welcomes students of other faiths and celebrates the diversity of the student population.

Although parts of the campus are 100 years old, there has been extensive new building work in recent years. A further five teaching blocks were opened during the last 12 years, including new science labs and the latest addition opened last year.

At present approximately 92% of students follow A Levels or Applied Level 3 courses. The remainder follow Level 2 courses.

Notre Dame has an extensive range of enhancement and enrichment activities, involving many team sports, drama, voluntary work, overseas visits (Spain, France, USA, Prague, China). There is a first class programme of student support and a very active Chaplaincy group.

Notre Dame's success rate makes it one of the best sixth form centres in the country. Student progression is excellent, with circa 80% progressing to University, a significant number achieving Russell Group and Oxbridge places, with an increasing number of students opting for apprenticeships.

Recruitment and Selection Policy Statement

Notre Dame Catholic Sixth Form College is committed to safeguarding and promoting the welfare of young people and we expect all staff and students to share this commitment. A full copy of our Recruitment and Selection Policy is available on request.

This policy must be read in conjunction with our Equality and Diversity policies and forms part of our commitment to our statutory duties.

JOB DESCRIPTION AND RESPONSIBILITIES

Responsible to: The IT Network Manager

Hours of work: 37 hours per week, 8 am to 4 pm Monday to Thursday and 8 am to 3.30 pm Friday (half hour lunch break each day).

The Department

The College network currently supports over 1000 computer systems available to staff and students running Windows 10 and 7 over a Windows 2012 R2 Server Network.

The main IT Drop in Facility (the IT Suite) contains some 103 PCs and is available to all students from 8 am to 4.30 pm on Monday, Tuesday and Thursday and 8 am to 4 pm on Wednesdays and Fridays.

In addition all classrooms have interactive audio-visual equipment. These systems are in different buildings and on various floors across the campus.

Many teaching departments have bespoke software packages relevant to the curriculum they teach. It is important therefore, that prompt technical assistance is available. Some departments have a resident technician; however, the IT team services the Music and Modern Foreign Languages departments alongside other duties in the IT Network department.

It is vitally important for the efficient running of the College that the post holder maintains an excellent record of attendance and punctuality, is able to work as a member of a team, is flexible and is able to work under his/her own initiative. A certain degree of flexibility is required as some out of hour working is necessary to upgrade IT systems, etc. to ensure no loss of working time for staff and students.

Job Purpose

- To work effectively with the members of the IT Support Team and assist in the provision, replacement and development of the College IT systems, promoting high quality teaching and learning and effective administrative functions

General Technician Support

- Respond in a timely manner to your assigned IT helpdesk issues and requests ensuring service level agreed timescales are met.
- Answer telephone and email requests for support placing new items on the IT helpdesk
- Escalate and delegate IT jobs as necessary.
- Communicate clearly with staff that report IT problems and request support, using the helpdesk and email.
- Provide supervision of the IT Drop In facilities on a rota'd schedule.
- Participate in team meetings.
- Participate in the College appraisal procedure.

Development Planning

- To be aware of the goals and projects set out in the IT Development plan and Road Map and assist with the implementation.
- To assist with IT development projects as required especially during summer.

Budget Support

- Search for competitive pricing for items of IT equipment as required.

Network Support

- To assist the Network Manager and/or Senior Technician with installation, maintenance and documentation of networking equipment as required.
- Maintain user accounts including adjusting disk space and print quotas.

Systems and Services Support

- To act as a point of contact for relevant IT support companies to resolve any issues with service provision as required.
- To provide technical support to teaching departments in college as required.

Hardware and Software

- To provide 2nd line support rapid response for the IT equipment and software applications installed for the end user.
- Installation, configuration and testing of new and replacement hardware and peripheral devices as and when required.
- Setting up of IT equipment prior to lessons, training sessions or other events.
- Maintenance, monitoring and upgrading of end user IT equipment.
- Carry out the installation of software including assisting the Network Manager, and Senior Technician with College wide upgrades and installations.
- Installation of software as and when required including the configuration and deployment of the operating system image.
- Assist with inventory control ensuring IT related documentation is maintained and up to date
- Carry out the backup and cataloguing of new software resources.
- Advise staff and students on the best use of equipment and software packages.
- Replace ink and toner cartridges around College.

Safeguarding

- To inform the IT Network Manager straight away if there is a safeguarding risk due to misuse of IT equipment or systems and act upon it accordingly.

Other requirements of the role:

- To work flexibly as part of a team, assisting with any day-to-day duties required of the team as the need arises
- Be aware of and adhere to all College policies and procedures.
- To keep up to date on IT issues through CPD, etc.
- Promote the College's commitment to safeguarding the welfare of students.
- Support the aims and objectives of the College and be committed to its ethos and mission.
- Take part in the College's appraisal and development scheme as appropriate.
- The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
- To support the Music (Mu) and Modern Foreign Languages (Mfl) departments in using bespoke software.
- The cloning, installation and maintenance of the College's IT resources.
- To be responsible for keeping appropriate records.
- To assist in the supervision of the IT Drop In facilities.

The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.

COMPLETING YOUR APPLICATION FORM

To apply for a job, you must be eligible to work in the UK.

The application form plays a most important part in our selection process. **Please do not send us your standard CV (curriculum vitae).** It is vital that you fill in the form as fully and accurately as possible.

At the initial shortlisting stage we will pay particular attention to how well your experience and skills fit **the criteria of the Person Specification and *you should address each of these clearly in your application.***

The College is committed to Safeguarding and promotes the welfare of young people and expects all staff, students and volunteers to share this commitment.

In promoting equality we welcome applications from all sections of the community.

This post is subject to an enhanced Disclosure and Barring Service check under the Protection of Children and Young Persons procedures. If you are selected for interview you will be required to consent to the necessary enquiries being made.

Completed applications should be returned via the TES Portal.

Closing date: 9AM on Monday, 30 October 2017.

It is intended that interviews will take place on Friday, 3 November, 2017

Applicants who have not been contacted within four weeks of the closing date should assume that, on this occasion, their application has been unsuccessful.

Thank you for your enquiry and interest in this post.