Sherwood Foundation School

Sherwood Foundation School
Sherwood Park Campus
Sherwood Hill Campus
Sherwood Manor Campus

Job Description & Person Specification

Job Title: ICT Technician

Sherwood Foundation School is a Foundation Special School located in the London Borough of Sutton and made up of three campuses:

Sherwood Park Campus: This is a specialist school for learners aged 3 - 19 years who have severe, multiple and complex learning difficulties and/or disabilities. This includes learners who have highly complex access needs resulting from their physical and/or health conditions. All learners require high levels of adult support to access learning.

Sherwood Hill Campus: This is a specialist school for autistic learners aged 3 - 19 years who have multiple and complex barriers to learning, requiring high levels of support to access education and learning around their peers. Many of our learners may also have severe learning difficulties and /or struggle to maintain a regulated state for learning.

Sherwood Manor Campus: This is a specialist school primarily for Autistic learners aged 11 - 19 years who have moderate to severe barriers to learning. Most of our pupils can access a highly adapted formal learning environment with high levels of adult support. Some of our learners struggle to deal with the demands of an adult led learning environment so may need a highly individualised learning offer to meet their academic potential.

All staff are expected to work across all campuses as required.

All of our children have an Education Health and Care Plan and often have a number of dedicated professionals working with them in order to support them to reach their potential - we are very proud of our trans-disciplinary approach and place great emphasis on supporting our pupils to feel safe, well and emotionally regulated in order that they can achieve their best.

Sherwood Foundation School is a warm and friendly school, with high aspirations for our fantastic pupils.

Job Description

Post title: ICT Technician

Post reporting to: ICT Manager

Line Leadership: No line leadership responsibilities

Overall Purpose of the Post

We are seeking to appoint a knowledgeable and reliable ICT Technician who will be the first point of contact for staff requiring technical and hardware assistance. The successful person will be proactive and detail oriented, with a can-do attitude and positive outlook. They will be part of the Business Team supporting and working across all three campuses under the line management of the ICT Manager.

The ICT Technician will play a crucial role in ensuring the smooth day to day operation of our IT infrastructure, maintaining hardware, troubleshooting network issues, and providing hands on and remote support to end users.

The successful candidate will join an exemplary SEND provision and work closely with senior leaders, Business Team members, Therapists, external agencies and contractors to ensure the integrity of the school's ICT infrastructure and compliance.

This role requires excellent work ethic, organisational skills, attention to detail, discretion, and the ability to manage multiple workloads and competing priorities within a busy school environment.

Responsibilities

As ICT Technician, you will assist with the management, installation, maintenance, availability and security of the curriculum and administrative ICT network, including the hardware and software infrastructure.

General

Your core duties will include but are not limited to the following:

- Assist and respond quickly if pupils or staff need help in the classroom when using the network, internet and software.
- Maintain, set up and test ICT equipment, including related equipment.
- Provide support to all ICT users within the school, reacting to helpdesk and issues, updating in a timely manner and escalating where necessary to the ICT Manager.
- Provide technical problem solving on hardware and software issues to staff where required.
- Assist the ICT Manager with the setup, management and monitoring of the school's email provision, access, firewall and filtering.
- Find hardware and software faults and correct them or arrange for their correction or repair in accordance with school procedures and maintain a record of faults.
- Make sure the network is operational during agreed access hours and fix failure problems.
- Undertake regular server monitoring, housekeeping and daily backups.
- Set up new workstations, printers etc and install software in accordance with licences.
- Monitor the use of software across the network and maintain a list of authorised software and licences.
- Check IT security is as per the school's policy and monitor access and permissions accordingly. (Report inappropriate use of IT to ICT Manager for action).
- Perform duties in line with Health & Safety rules and to take corrective action where hazards are identified. Where hazards are serious, report to the ICT Manager immediately.
- Set up IT and other audio-visual equipment (e.g., laptops) for presentations and assemblies where required.
- Carry out server maintenance under the direction of the ICT Manager.
- Provide systems and software support for the school's admin network.
- Maintain current and accurate records of technology hardware, software, licences and resources.
- Monitor & maintain the school's printers, including checking ink levels.
- Keep abreast of technological developments and encourage the use of ICT at all levels.
- Ensure stock levels of spares and consumables are maintained and that you liaise effectively with both internal and external stakeholders.
- Manage staff and pupil accounts and, where necessary, add new members of the school community and organise the archiving of user materials from school leavers before removal of their user accounts.
- Be aware of all school policies relating to the role and carry out the responsibilities detailed therein.

Training and development

- Support staff inductions in relation to ICT equipment and usage.
- Maintain appropriate levels of training in the role, keeping up to date with new initiatives and developments in ICT.
- Attend events and training as required.
- Identifying training needs and help to deliver training for staff as needed to operate ICT systems.

Other Responsibilities

- To support with the implementation of any ICT initiatives.
- To be aware of and support equality, diversity and inclusion for all.
- To contribute to the development and implementation of the overall ethos / work / aims of the school.
- To develop constructive relationships and communicate with other agencies and professionals.
- To participate in training and other learning activities and performance development as required.
- To recognise own strengths and areas of expertise and use these to advise and support others.
- To take an active role in professional development.
- To be a key person, should the school need to respond to a critical incident.
- To undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the school.

Data Protection

- Ensure compliance with GDPR / confidentiality requirements.
- Demonstrate the School's values in everyday work and practice.
- Motivate and work with others to create a shared culture and positive environment.
- To actively promote the school's Cyber security and AI policies, reporting any compliance concerns to the ICT Manager swiftly.
- Report any data breach of the academy's ICT acceptable use policy to the academy's Data Protection Lead.
- To maintain confidentiality always in respect of School related matters and to prevent disclosure of confidential and sensitive information.

School Expectations

- To share the school's commitment to the safeguarding and promotion of the welfare of children and young people.
- Be aware of and comply with all school policies and procedures reporting all concerns to an appropriate person.
- Be aware of EDI, support diversity and ensure equal opportunities and equity for all.
- Contribute to the overall ethos, work, aims and values of the school.
- Value and support the role of other professionals fostering collaboration and cohesive working practices.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Fully and positively participate in the school's performance.
- To participate in performance and development review process, taking personal responsibility for identification of learning, development, and training opportunities in discussion with the line manager.

SAFEGUARDING RECRUITMENT STATEMENT

Sherwood Foundation School is committed to equal opportunities, safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff and volunteers to share this commitment. All appointments are made subject to receipt of a completed application, satisfactory references and an Enhanced DBS check.

EQUAL OPPORTUNITIES

Sherwood Foundation School takes its duty to eliminate unlawful discrimination, harassment and victimisation seriously. All staff are expected to share this commitment and foster good relations between different groups and treat all people with dignity and respect at all times.

The above is not an exhaustive list, and the successful applicant may be required to carry out additional duties as required by the role.

Note

This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but will be reviewed annually.

School employees are advised to have the Hepatitis B vaccination.
Sherwood Foundation School is a no-smoking school, nut-free school.

Person Specification

Post title: ICT Technician

Post reporting to: ICT Manager

Line Leadership: No line leadership responsibilities

The person specification shows the abilities and skills you will need to carry out the duties in the Job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification.

You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form.

Criteria	Desirable/Essential
Right to work in the UK	E
ICT qualification (or equivalent)	D
Educated to at least GCSE or equivalent or have relevant work experience	D
Willing to undertake job related training	E
Experience working in a school environment	D
Knowledge and experience in a working environment of ICT operating systems and networking	E
Experience in configuring, installing and testing hardware, software and related equipment working with ICT support and SLT	E
A good understanding of cybersecurity and data protection considerations / concerns and how these can be mitigated	E
Great problem-solving skills	E
The ability to explain problems and solutions clearly to non-technical users	E
A patient and methodical approach	E
Experience of delivering high standards of customer care	E
Ability to adapt to and manage change	E
Ability to analyse and interpret information and make decisions on the appraisal of facts	E
Ability to meet tight deadlines and work under pressure	E
Be able to work flexibly across multiple campuses	E
Enthusiastic, innovative and forward-looking	E
Excellent communication skills	E
Ability to work alone or as part of a team	E