Wyke
6TH FORM COLLEGE

Information for Applicants

Introduction

Application for the Post of: **IT and Network Technician**

Thank you for your enquiry concerning the above post. I hope you find the following information of interest, and that you are encouraged to apply. Please note the closing date for received applications is **9a.m. Friday 15th January 2021.**

Included below is an outline job description and a person specification and some information about the department.

You will also find on our website a link to the following forms which need to be completed and returned to the Personnel Department at the address given on the forms:

Application Form (please do not replace with your CV)

Criminal Record Declaration Form

Equal Opportunities Policy and Form

The College is committed to safeguarding children and vulnerable adults. The successful applicant will be required to disclose any criminal convictions and agree to a check being made through the Disclosure and Barring Service. Please note that any eventual offer of employment will be made provisional subject to receipt of satisfactory DBS, health and reference checks.

I would like to take this opportunity to thank you for the interest that you have shown in this post. If you have not heard from us within four weeks of the closing date, your application will have been unsuccessful on this occasion.

Yours sincerely

Jenny Anderson
Personnel Manager

Working at Wyke

Wyke is a successful and highly ambitious Sixth Form College whose aim is to be the best college in the country. We are an established, popular College with an outstanding reputation in the locality. The college draws students from Kingston-Upon-Hull, East Riding of Yorkshire, and further afield. The largest and one of the most successful A-level provider in the area, we offer applicants the opportunity to work alongside committed colleagues who have enabled our students to achieve high levels of success. At Wyke we put the student first and all decisions centre around staff working together to meet their best interests.

We currently have over 2150 students and around 200 members of staff. We offer a wide range of A-level courses as well as some highly successful BTEC courses, both those equivalent to one, two and three A-levels, and a small number of GCSEs.

Each A-level, GCSE or BTEC is allocated 4 x 70 minute lessons and a full time teacher will teach 5 of these 'blocks'. The teaching day begins at 9a.m. and finishes at 4p.m. On some mornings full staff or faculty briefings are held at 8.45a.m. to keep staff up to date with what is happening around the college and allow a time for them to catch up with each other.

We have an excellent team of staff and their continuing professional development is a priority at Wyke. The approach for this is being revised for the 2019/20 academic so that members of staff fall into one of a number of development strands e.g. 'Aspiring Leaders', 'Lead Learners', 'Pastoral', 'Administrative'. Some development activities take place on one of the four Development Days spread across the year while other sessions are during afternoon workshops or independent activity which happens whenever is convenient for the staff members involved. Our plan is that every member of staff will have an entitlement to a significant amount of development every year and we also offer a system for people to log that development, including any activities undertaken independently.

We offer a welcoming college with supportive management and a strong team atmosphere as well as a modern environment. We are lucky to work with great students who are here to learn and have chosen their subjects so standards of behaviour are high.

Teachers are members of the Teachers' Pension Scheme and support staff the Local Government Pension Scheme unless they opt out. Our teaching pay scale is very similar to the school scale, with Responsibility Allowances performing a similar function to TLRs. We also have a Cycle to Work Scheme.

IT and Networks at Wyke

The Wyke IT Support team has the exciting and challenging responsibility of maintaining the College's IT network infrastructure and critical hardware/software systems which are used extensively across the College for administration, management and Teaching and Learning. As well as supporting these systems the team also provides helpdesk technical support to the many staff and students. The nature of the support varies greatly from day to day and at different periods of the academic year.

At Wyke, we have a significant IT installation of around 1000 PCs and around 40 virtual servers, the majority of which run on 2 central core servers which form the VMware vSphere-based virtual cluster, with shared SAN storage. The physical network is of a very high standard, built on Cisco switch infrastructure providing 1Gbit speeds (via CAT 6 cabling) to every desktop PC and dual 10Gbit speeds (via fibre optic cables) between buildings making for very fast connectivity in every part of the college.

We have comprehensive wireless coverage across the college site by means of Fortinet access points and Wireless LAN Controller.

Job Description

Job Title :	**IT/Network Technician**
Postholder's name:	
Reporting to :	IT Systems Manager
Overall Purpose:	You will support the functions and development of the College's computer systems, maintaining the highest possible standards in technical support for digital services. You will provide an open, listening and responsive service to all users of these services.
Policy and Procedure:	Inherent in this job description is an expectation that you will observe and implement the agreed policies and procedures of the College, including Health and Safety, appraisal and promoting equality of opportunity.
Key Duties	- ensure that critical systems in the college are monitored and maintained, according to College policies - maintain an inventory of ICT hardware - maintain records of all software installed on the College system, to ensure compliance with licensing arrangements - maintain accurate documentation for the college network, network services, hardware and software systems - maintain the effectiveness of the ICT and networked systems, ensuring that faults reported by staff are tackled in a timely and professional manner, according to the College's policies - maintain records of all fault correction and servicing of the ICT and networked systems - set up and maintain all aspects of user accounts, user permissions and accesses, disk quotas and printer queues, across IT systems and networked services - maintain IT environments, server rooms, switch rooms, store rooms and equipment in a condition conducive to an efficient and manageable working environment - maintain and monitor computer equipment loan systems, in accordance with College policy - configure and maintain Cisco based phone system
Development:	- install and test new hardware - install and test new software according to college need and licensing requirements - install and test servers and networked services - support and enact IT/network disaster recovery and business continuity capability measures - provide full technical support to teaching departments in their expansion and use of ICT curriculum solutions - develop new elements of college IT and network infrastructure and capability

Job Description

Development:	• maintain an active commitment to development of ICT expertise in skills and techniques • assist in the development of teaching and learning support materials, insofar as they will be used within the College intranet, networked services or Internet
User support	• provide a customer-focussed and friendly service to staff and student users of the computer network • adopt a pro-active and co-operative approach in seeking solutions to support users • support web-access to College digital facilities, ensuring effective security procedures and safeguards are in place at all times • advise on suitability of hardware, software and services with respect to compliance and compatibility with existing systems, networks, services and licencing
Other Duties	This job description is a guide to the major responsibilities of the post holder. Other duties may be added at the reasonable request of the Principal and the job description itself may be revised from time to time (after discussion with the Principal) as the needs of the College change.
Essential skills:	Knowledge of supporting & maintaining the following is essential: • Windows 10 desktop support • Windows Server support • Office 365 / Microsoft Office suite support • Microsoft Teams support • Active Directory & GPO management • DHCP / DNS management • Basic networking & troubleshooting
Beneficial skills:	Knowledge of the following technologies would be beneficial: • Exchange online support • Cisco phone system • ESXi / VCenter experience • Cisco IOS / IOSXE experience
Location :	Wyke College, Bricknell Avenue, Hull HU5 4NT
Remuneration : **Hours:**	Permanent Full time SFCA Support Staff Scale point 3, currently £18,276

Personal Specification

	ESSENTIAL	DESIRABLE
EDUCATION		
	A good standard of education	Microsoft package qualifications
EXPERIENCE		
	Substantial experience of providing IT support to a large number of colleagues	Experience of working with 16-19 year old students
	Thorough knowledge and experience in the installation, configuration and maintenance of Windows server and desktop operating systems	Experience supporting the use of Apple devices and Macs in a networked environment
	Experience of PC imaging (ideally using WDS)	Experience of software deployment
	Good knowledge of Microsoft Office and other products	Experience in using and supporting the Adobe applications (e.g. CS)
	An understanding of server virtualisation	Experience of using and supporting VMware/server virtualisation infrastructure
	A good knowledge of Active Directory and Group Policy	
		A knowledge and understanding of working within strict budgetary controls
SKILLS & APTITUDES		
	Adept problem solver	
	Approachable and personable with the ability to communicate effectively with students, colleagues and external organisations	
	A track record of demonstrating strong organisational skills	
PERSONAL QUALITIES		
	A flexible approach in relation to the diverse nature of the role	Ability to work occasional evenings
	Self-motivated and the ability to work alone or as part of a team	
	Willingness to learn and update skills on a continuous basis	

Further Information Contact

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