

Application Pack

IT Services Technician



Principal – Elly Tobin

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Dear Colleague,

I am delighted to provide an application pack for the role of IT Services Technician at Joseph Chamberlain Sixth Form College. I hope you will find this information interesting and that it will help you in taking your application forward.

As the only Sixth Form College to have been awarded the Queen's Anniversary Prize for Further/Higher Education, we are a popular and oversubscribed college with a national reputation for excellence. Our 40 million pound state-of-the-art building and garden opened its doors in September 2008 and we are delighted that our new campus was awarded the Prime Minister's Prize for the best public building in the UK. In our tenth learning year in the new building, it still looks immaculate and staff and students are proud of our learning environment.

Our most recent Ofsted inspection was an enormous success and we were awarded a grade of 'outstanding' in all categories.

We are persistent in our desire to deliver excellence for all of our students and this means that offering them outstanding learning experiences is the focus of everything we do. We want our students to be happy and successful in later life, achieving excellent examination results and enjoying a wide range of exciting opportunities that broaden their experience along the way. To this end, we place a strong emphasis on the quality of our teaching and learning. We aim to deliver inspiring lessons to our students and our teachers work collaboratively to ensure that learning is both rigorous and innovative. We are equally proud of the pastoral support we offer to our students to ensure that they succeed and proud of the enrichment opportunities we provide.

All current and future colleagues joining our excellent team of teaching and support staff should therefore have a strong drive and determination for the success of our students, providing positive role models for them and caring about their wellbeing. To work at JCC, we hope you will aspire to be an outstanding colleague and be willing to share ideas with and learn from your colleagues. In return, we will provide you with first-class facilities, outstanding resources and a wide variety of professional development opportunities.

Finally, I would like to wish you the very best of luck with your application for the post and genuinely appreciate the investment of your time in the process.

Best Wishes,



Elly Tobin
Principal



Background and Context

Our Purpose – What we are here to do

To provide an exceptional learning experience for all of our students, raising their aspirations and improving their achievements so that they can enjoy a level of success in later life that realises their highest ambitions.

Our Vision For 2019

In 2019, Joseph Chamberlain College will be the first choice for school leavers in Birmingham because it will be recognised for excellence in academic achievement, exceptionally high standards of teaching and its capacity to raise the aspirations and ambitions of all of its staff and students so that they can enjoy rewarding and successful futures. With a strong commitment to effective collaboration with a wide range of partners, Joseph Chamberlain College will be innovative and forward-thinking for the benefit of its current and future generations of students and staff, inspiring others as a model of exemplary practice.

Our Core Values

We believe in:

- Excellence and Ambition
 - Everything we do is focused on improving the student learning experience.
 - We have high ambitions, expectations and commit to excellent in everything we do.
 - We demonstrate a 'can do' attitude, embracing the need for continuous improvement and positive change.
- Cooperation and Communication
 - We work together positively as a team for the benefit of the college
 - We learn from our own and each other's mistakes and successes, taking responsibility for our actions.
 - We are professionally honest with each other and create trust through effective relationships and transparent communication.
- Equality and Recognition
 - We value diversity and inclusivity and let this underpin all we do, treating people with respect and fairness.
 - We value and recognise everyone's work and the individual contribution they make to the lives of students.
 - We display loyalty to and pride in our college and its students.

Our Current Strategic Objectives

1. The Academic Achievements and Success of Our Students

To be highly ambitious for all of our students and prioritise their success so that they achieve the highest standards academically, making significant progress throughout their time with us.

2. The Learning Experience of Our Students

To ensure that all of our students benefit from an exceptional learning experience that excites, inspires and broadens their minds both in the classroom and beyond.

3. The Support and Development of Our Students

To ensure that all of our students are supported to develop into confident and responsible citizens who believe in their own ability to do well in later life and who are respectful of the diverse societies of modern Britain and the wider world.

4. The Reputation and Recognition of the College

To position the College as a nationally recognised Sixth Form College that attracts an increasing number of students each year, is a highly desirable place to work and captures the interests of a wide range of partners with whom we will collaborate.

5. The Leadership of the College and its Resources

To manage our resources and finances expertly so that we can continue to grow and develop as a College to seek innovative opportunities for improvement amidst the challenges facing the sector now and in the future.

Information about the College

Joseph Chamberlain Sixth Form College was established in 1983 and now offers a wide range of academic and vocational courses from Entry Level to Level 3. Our curriculum offer and entry criteria are highly inclusive, offering clear progression routes to success for all students, regardless of their starting points and backgrounds. Approximately 80% of our work is with 16-18 year olds at Level 3, who study AS/A2 Levels or Level 3 BTEC Extended Diplomas. At Level 2, we offer BTECs and a comprehensive GCSE programme to 16-18 year olds; at Entry Level and Level One, we have a relatively extensive ESOL provision for both 16-18 year olds and 19+ learners.

In addition, our Adult Learning Directorate offers both daytime and evening classes in Literacy, Numeracy, GCSEs, Languages and a range of Vocational Provision to the local community, taught in a wide range of community venues across the city. Our 'College for International Citizenship' offers a leading international programme in global citizenship for students locally, nationally and internationally. We work in partnership with a number of providers and franchise a small part of our provision to Birmingham Theatre School, The Birmingham Finance and Management Business School, Birmingham Ethnic Education Advisory Service (BEEAS) and Bordesley Green Girls' School. We also host weekend provision for the Birmingham Chinese and Arabic Schools on Saturdays. Our wider curriculum is also rich and varied and students benefit from a great deal of choice in sports, additional languages, performing arts, fundraising activities, an annual Model United Nations Conference and various other student-led clubs/societies.

In 2017, Joseph Chamberlain College achieved A level pass rates of 99% for the fourth year running and the best results in the history of the College. In our recent inspection in 2017 we were graded as 'outstanding' in all categories and we continue to provide a broad, inclusive and high quality education to all of our learners that results in some of the highest levels of progression to Higher Education in the sector.

The College is situated within easy reach of Birmingham city centre in a state of the art building with superbly equipped classrooms and outstanding facilities. We were featured in the 2015 Parliamentary Review for best practice in further education and were awarded the CPD Mark last year for our comprehensive package of innovative and high impact professional development. We support all newly qualified teachers to achieve QTS or QTLS, and are part of a local teaching alliance. We have also been short listed for the 2017 TES Sixth Form College of the Year Awards.

Information about the IT Services Department

The IT Services team is responsible on a day to day basis, to the IT Manager, whose department provides technical support for the College's teaching activities, including a computer network, drama and all audio-visual requirements. Additionally IT Services support the College's Administrative IT network, the Open Learning Centre, Open Access Areas, and the College Library. The Service Desk is the first point of contact for staff and students experiencing IT, ILT issues.

The IT Services department comes under the overall umbrella of the Resources Partnerships & Business Development. As the number of departmental staff is relatively small all members of staff must be prepared to work flexibly and occasionally to carry out duties outside of their normal remit.

The successful candidate will receive on the job training in areas of computer hardware and software. The College has over 450 PCs, 300 Laptops including a site wide wireless network. There are opportunities to get involved in IT Projects, Problem Management, and Continual Service Improvement, back office operations and system migration work. There is a genuine opportunity to shape the way IT Service Management is delivered at the college.

The IT Services team is also involved in many other areas of College activities. The team works flexibly and takes on a wide range of tasks when necessary.

Terms and Conditions

Contract Type

Permanent, full-time, all year around.

Salary

Salary will be on the Colleges' Support Staff pay scale point 21 – 23, which is currently £18,125 - £19,094 per annum.

Hours of Work

Will be 36.5 hours per week. You will very occasionally be required to work outside normal hours, and this will be agreed by negotiation.

Holiday Entitlement

Leave entitlement is 22 days per year rising to 25 days after 5 year's service. Support staff are expected to take most of their leave during the normal College holidays and not during term time. The leave year runs from 1st September to 31st August. Additionally support staff receive 8 public holidays, 2 extra-statutory days and 3 local days to be taken during the College closure at Christmas.

Superannuation

The successful candidate will be eligible to join the Local Government Pension Scheme and you will automatically become a member unless you opt not to join.

Accountability

The post is accountable to the IT Services Manager.

Start Date

As soon as possible.

Making Your Application

1. Complete the JCC Staff Application Form. **Please state clearly on your application the position you are applying for.**
2. Provide a supporting statement (in section 8 of the application form) of no more than two sides of A4, in which you demonstrate how your skills, abilities and experience make you a suitable candidate for the role. Please give specific details and examples of how you meet all aspects of the person specification.
3. If you are applying for a teaching or curriculum based role, please complete the examination results form provided (applicants who are still completing their PGCE course need not complete this).
4. The completed form should be returned by email to personnel@jcc.ac.uk or by post to:

**The Director of HR
Joseph Chamberlain Sixth Form College
1 Belgrave Road
Highgate
Birmingham
B12 9FF
Telephone: 0121-446 2200**

Deadline

The deadline for the post(s) is **Monday 29th October 2018** (to arrive no later than 12 noon).

Shortlisting

Unfortunately, we will be unable to notify candidates who are not on the shortlist. Therefore, if you have not heard from us by **29th November 2018** please assume your application has been unsuccessful on this occasion.

Equal Opportunities Policy

Joseph Chamberlain College is committed to equality of opportunity in recruitment and selection. Every care has been taken in the drawing up of this job description and person specification to ensure that the requirements of the post are not discriminatory on account of race, gender or age. Similar care will be taken during the short-listing and interviewing stages. If candidates are dissatisfied about any part of the process they should write in the first instance to the Principal of the College setting out the nature of their complaint.

Guide to the General Data Protection Regulation (GDPR) (2018)

Under the General Data Protection Regulation (2018), the College needs to have your consent to collect and process information about you for the proper administration of the selection process and the employment relationship should you be appointed. Please accordingly make sure you sign the declarations at the end of the application form. After an appointment has been made, all the papers of unsuccessful candidates are kept for a period of nine months and are then destroyed.

Candidates with a Disability

The College is a Disability Symbol User. If candidates with a disability need any special arrangements for interview, they should enclose a letter giving details of these, marked for the attention of the Director of HR.

Police checks and Rehabilitation of Offenders Act 1974

The successful candidate will be required to apply for a Disclosure from the Criminal Records Bureau. The College follows the Code of Practice laid down by the CRB, and this is available from the Personnel Office upon request. In accordance with the above Act employees with access to children and young people under the age of 18 are not allowed to withhold information regarding criminal convictions no matter when they occurred.

Selection Process

Short-listing of candidates for interview will be undertaken by the line manager and a member of the senior management team. All candidates invited to interview will be asked, on the day, to complete a practical task. These tasks will vary according to the post. You will be given relevant information, where appropriate, in advance. The results of these assessments will be used to decide whether to shortlist you further for interview.

The interview panel usually consists of three or four members of senior and middle managers. The interview panel will be chaired by a senior leader.

During the interview we ask the same main questions to all candidates, as well as any supplementary questions either arising from initial responses or specific to individual applications. Members of the panel will take notes during the interview.

At the end of the interview you will be given the opportunity to add anything further in support of your application or ask any questions. The panel will make its decision based on the evidence presented throughout the process and will contact all candidates with an outcome as soon as possible.

Staff Benefits

We offer the following benefits to our staff:

- Comprehensive staff development programme
- Occupational pension scheme (either TPS or LGPS)
- BHSF – private healthcare insurance plan
- Cycle scheme
- Interest free annual travel card loans
- Childcare vouchers
- Discounted college gym membership

JOB DESCRIPTION – IT Services Technician

1.	Perform initial diagnosis of all end user calls and perform first line incident, problem identification or resolution. This includes call logging and monitoring.
2.	Resolve IT issues in line with Service Standards.
3.	Analyse, upgrade, troubleshoot, maintain, and repair computer systems hardware, software and peripherals (Mac and Windows).
4.	Provide basic Windows server support (files servers, print servers) to assist troubleshooting end user issues.
5.	Assist and support on IT projects such as operating system upgrades, Infrastructure projects, Documentation, etc.
6.	Keeping the asset database updated and ensuring that new hardware and software is recorded before being transitioned into a live environment.
7.	Installation and support of various software applications (Mac and Windows).
8.	Electrical PAT testing.
9.	Assisting teachers and students with technical support issues.
10.	Ensuring that appropriate processes are followed as needed to progress service requests, incidents and underlying problems.
11.	Ensuring records are updated with concise relevant information. Keeping an accurate record of the history of an incident, service request or problem and including any communication with the users.
12.	Updating the department's web pages and updating technical and procedural documentation.
13.	Awareness of compliance with GDPR.
14.	Such other duties as may reasonably be required from time to time.

PERSON SPECIFICATION - IT Services Technician

Applications will be short-listed, and short-listed candidates assessed against the following criteria. Please show evidence of these competencies in your application.

A = Application form/supporting information or letter, T= test, I = Interview

Essential Criteria	
Education, Qualifications and Training	Method of Assessment
1. A degree in a related field (IT/CS), or Level 3 IT award, or one or more years' experience in a similar role.	A, I
2. Six GCSE's, Grades A-C, including English and Maths.	A, I
3. Sound knowledge of Windows 7 and 10 + in a networked environment.	A, , I, T
4. Knowledge of current versions of Mac OS.	A, I
Experience	Method of Assessment
1. Strong customer service skills.	A, I
2. Experience of working to tight timescales and SLA's.	A, I
3. Experience gained in: MS Office 2016 and 365, Windows 7, Windows 10, Active Directory, Desktop Software Support, Simple TCP/IP.	A, I, T
Skills and Abilities	Method of Assessment
1. Have the ability to work as part of a team.	A, I
2. Be able to communicate clearly.	A, I, T
3. The ability to work on your own initiative and to solve problems.	A, I, T
4. Be proactive in acquiring new skills and engage in skills transfer within the team.	A, I
5. Contribution to service quality improvements.	A, I
6. Be adaptable and flexible, in a demanding and successful department.	A, I
Other	Method of Assessment
Demonstrate a commitment to Equality and Diversity issues.	A, I
Demonstrate a commitment to promoting and safeguarding the welfare of children and vulnerable adults in line with College Policy.	A, I
Desirable Criteria	Method of Assessment

<p>1. Experience in some or all of the following areas:</p> <ul style="list-style-type: none"> a) Mac OSX and Apple Open Directory b) Mobile device management (MDM) – IOS, Android c) VOIP Telephony d) Windows Active Directory, Windows Server 2012 and 2016 e) Virtualisation Technologies f) Moodle g) ITIL Foundation Certification h) HP network infrastructure i) Fortinet firewall and Wi-Fi solutions j) Microsoft SCCM k) Microsoft Exchange and Office 365 	<p>A, I</p>
<p>2. A clean driving licence.</p>	<p>A, I</p>