



Sutton Coldfield Grammar School for Girls

Application Pack for IT Technician

Start date: **as soon as possible**

Closing date for applications: **9.30 am on Monday 23rd October 2023**

Interviews to be held: **Thursday 26th October 2023**

Permanent, whole year post.

8.00am - 4.00 pm, Monday to Friday (37.5 hours/week)

Annual salary range: £21,770 - £30,245 (pay award pending)
(Dependent on skills and experience)

Jockey Road, Sutton Coldfield, West Midlands, B73 5PT

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Dear colleague,

Thank you for your interest in our post of IT Technician. We are looking for a hardworking, motivated and professional person to support our IT network, systems and teaching. At Sutton Girls, we are constantly looking at ways of developing and improving our digital technologies, to aid us in enhancing our teaching and learning and to ultimately ensure that our students have the best experience possible.

At Sutton Girls, we provide high quality teaching and learning, strong pastoral support, and a wide range of extra-curricular opportunities within a caring environment that values character development and wellbeing. Students are highly motivated, have a thirst for knowledge and a desire to learn. Whilst we have a long history of excellent GCSE and A-level results, we provide students with so much more than mastery of examination syllabuses. Our vision is for all students to have a love of learning, a positive and resilient approach with a strong sense of community. Each individual will be encouraged to be aspirational, prepared for their future and inspired to make a difference.

Our culture is one which celebrates the diversity of the school's intake and through the assembly, tutor time and Personal Development programme we build an understanding, kind, and respectful ethos. Our wide variety of extra-curricular activities enable students to develop their existing skills, discover new ones and broaden their horizons. There are numerous opportunities including sport, music, drama, DofE, STEM, various student led clubs and many residential trips, including CERN, World Challenge visits to Tanzania and China, ski trips to Italy and Canada. Our students are drawn from across the city of Birmingham, with many travelling long distances to be a part of Sutton Girls. There are over 1200 students in the school, including 307 students in our Sixth Form. We continue to be oversubscribed at Year 7 with six form entry throughout Years 7 to 11; many students also choose to join the school in Year 12.

These are exciting times for the school; we have fantastic results (in August 2023: 82% of GCSE grades were 7-9 and 61% were grades 8/9, at A-level 83% of grades were A*/B and 55% A*/A). We are embedding a culture of development across the whole staff with a wide variety of CPD that colleagues can opt into. Growth mindset strategies and character development are central to our day-to-day activities whilst maintaining staff and student well-being.

This link (<https://www.suttcold.bham.sch.uk/newsletters>) is to our most recent newsletter to give you a flavour of what has been happening in school; previous editions describe the School in more normal times. Having joined the school in September 2017, I can testify to the strength of the Sutton Girls community and the fantastic support offered to new staff both in terms of the formal induction programme and the daily informal help readily offered by colleagues.

Thank you for taking the time to consider Sutton Coldfield Grammar School for Girls, we look forward to receiving your application.

Yours sincerely,



Dr B. Minards
Headteacher



Job Description

Sutton Coldfield Grammar School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Responsible to: IT Systems Leader

Job Purpose:

To assist in the day-to-day running and support of Sutton Coldfield Grammar School for Girls' IT systems and network, supporting IT issues by ensuring issues are addressed, documented and resolved in a timely and professional manner with the use of the IT helpdesk.

Main Duties and Responsibilities:

IT Support Function

- Be an integral part of ensuring the access security to all IT systems. This includes regular checks on the status of threats to the IT network and its components.
- Be proactive and part of the IT helpdesk operation, ensuring clear communication of resolution of IT issues. This includes the opening and closing of support tickets and the escalation of issues when applicable.
- Explain, contribute to and to enforce the school's IT security, Acceptable Use and Data Protection policies.
- Ensure that Internet access is filtered and monitored appropriately.
- Participate in the operation and development of the school's disaster recovery and backup strategy.
- Monitor the school's anti-virus system, performing regular checks and updates where necessary.
- Monitor and configure the school's wireless network system.
- Maintain and administer the school's server infrastructure.
- Monitor and configure the school's network infrastructure.

IT Resources

- Install new IT equipment.
- Maintain and repair hardware, including network cabling, as necessary.
- Ensure that the asset register is updated and Waste Electrical and Electronic Equipment (WEEE) equipment disposals are logged and recorded.
- Provide input into the procurement and deployment cycle of IT assets.
- Liaise with appropriate external agencies regarding products and the resolution of technical problems.
- Ensure that resource booking procedures are followed and the systems involved are operating.
- Install and configure software applications and upgrades.
- Install, configure and thoroughly test new operating software, software applications and upgrades, where required.
- Ensure that legal obligations are met both under the Data Protection Act and for the control of software.
- Ensure that IT Consumables are audited and ordered as required.

Providing Technical and Other Support to Users

- First-line support for users in all aspects of hardware and devices. Troubleshoot and resolve hardware problems. Provide support for network equipment and system cabling as required. Organise outside repairs as necessary by liaising with the facilities team.
- First-line support for users for all operating systems; resolve all related problems where possible and refer to the IT Systems Leader or Network Manager where appropriate.
- Provide additional user support in areas such as:

Job Description

- SIMS.Net;
- Financial Systems;
- Printing/Door Access Control/Cashless Catering/ID Management;
- Parent Portal/Parental Engagement System;
- Behaviour Management System (SIMS, Sleuth, ClassCharts or similar);
- Other school systems as deemed reasonable.

E-Safety

- Work with the Assistant Headteacher - Character Development and Wellbeing Leader, Safeguarding Lead and IT Systems Leader to:
- Develop appropriate documentation and resources to promote the safe use of the Internet and Social Media technologies for parents/carers and students.
- To provide support in the delivery of the e-safety remit within the PSHE curriculum. This may require working with small groups of students or alongside the safeguarding team.
- To encourage the safe and considerate use of school-provided technologies, such as Office 365 email and Microsoft Teams.

Other Key Duties

- Provide support for staff and students with their use of the IT equipment both inside and outside the classroom; booking laptops and video conferencing, for example.
- Provide support for the IT Systems Leader for IT projects as and when required.
- Work with the IT Systems Leader and relevant staff leads to develop appropriate staff training and induction programmes and to deliver them.
- Support/direct any work experience/Apprentice Technicians/Junior IT Technicians in their day-to-day tasks.
- Assist staff with the provision and operation of IT facilities for school events.
- To be a positive role model for students within the school.

Development

- Participate in the school's support staff CPD and appraisal programme.
- Keep up to date with current developments in the IT field, and their possible impact and benefit to the school.
- Undertake any training which may be necessary to discharge these duties.
- Be aware of the IT Development Plan and contribute as appropriate to its development and implementation.

Health and Safety

- Ensure equipment is safe to use and secure.
- Carry out a visual check on hardware, plugs, cables and cable runs and report all issues to the IT Systems Leader.

General

- Promote the agreed vision and aims of the school and set an example of personal integrity and professionalism.
- As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.
- This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the Headteacher/Senior Leader/Line Manager in consultation with the post holder. In these circumstances, it will be the aim to reach agreement on reasonable changes, but if agreement is not possible, management reserves the right to make changes to the job description following consultation.



Person Specification

Knowledge and Experience

- A familiarity with a variety of computer hardware, operating systems (e.g. Windows 10, MacOS, iOS), and Microsoft 365 products.
- Experience of maintenance, installing and upgrading a range of IT and AV hardware and software (including workstations, mobile devices, printers, peripherals, projectors etc).
- Understanding of the routine activities that are required to maintain IT equipment in a good operational state.
- Ability to carry out routine maintenance on workstations and mobile devices.
- Experience of mass-deployment of operating systems and software (e.g. Microsoft Configuration Manager).
- Ability to provide user support to a variety of users, tailoring guidance and explanations as necessary.
- Experience of working in an IT support role, ideally within education.

Skills

- Excellent interpersonal and communication skills.
- Evidence of good working relationships with young people and adults.
- Strong organisational, time-management and planning skills.
- Ability to pick up new skills quickly and apply them independently.
- Reliable and trustworthy.
- Ability to work well in a team.
- Ability to work in a calm manner at all times.
- Willingness to undertake relevant training.



Sutton Coldfield Grammar School for Girls is a vibrant school where there are endless opportunities for you to get involved in a range of activities and where you will be well supported in taking any initiatives of your own. It is a place where you should always feel confident to try something new to enhance the learning environment.

As a member of support staff you can expect:

- The initial support of a mentor.
- Full access to an induction programme.
- The support of your line manager.
- Guidance in your career development through appraisal and other opportunities.
- To be kept informed of issues relating to your job.
- To have an annual review of your overall performance.

What Sutton Coldfield Grammar School for Girls expects from its staff?

- That you act in accordance with safeguarding and child protection procedures.
- That you observe a smart, business-like code of dress.
- That you follow the school rules and codes of practice, including the staff code of conduct.
- That your public attitude and behaviour gives positive messages to those around you.
- That you provide effective support for your colleagues.
- That, where appropriate, you support students' learning activities.
- That you promote positive behaviour.
- That you develop and promote positive relationships.
- That you support the development and effectiveness of work teams.
- That you attend any meetings as required.
- That you reflect on and develop your own practice.
- That, where appropriate, you support teaching and learning in a curriculum area.

At Sutton Coldfield Grammar School for Girls our vision is for all students to have a love of learning, a positive and resilient approach with a strong sense of community.

Each individual student will be encouraged to be aspirational, prepared for their future and inspired to make a difference.

How to apply

In order to apply for this post, please complete the Application Form, Equal Opportunities Monitoring Form and a letter supporting your application. In your letter you should:

1. State your reasons for applying for this post;
2. Outline the experiences that you believe have prepared you for this post;
3. Describe the skills and strengths that you will bring to the school.

Please note that the application form must be completed in full. It is not sufficient to substitute a C.V. for all or any part of the form. You are welcome to telephone or e-mail the school to ask for clarification on any matters regarding this vacancy. Informal visits to the school can be arranged before the deadline for applications, though applicants will have a tour of the school on the day of interview. Completed applications should be emailed to **recruitment@suttcold.bham.sch.uk**, and addressed to, Dr Barbara Minards, Headteacher.

Completed applications should be emailed to recruitment@suttcold.bham.sch.uk

Deadline for Applications: 9.30 am on Monday 23rd October 2023.

Interviews will be held on Thursday 26th October 2023. Candidates who have not heard from us by then should assume their application has been unsuccessful on this occasion.

References

Please note that it is our practice to take up references before shortlisting for interview. If you would prefer us not to do so unless you are shortlisted, please indicate this clearly in your application. When an applicant is short-listed, any discrepancies or anomalies in the information provided or issues arising from references will be taken up at interview. Your referees should include your most recent employer. References from relatives or friends are not acceptable.



Safeguarding

Sutton Coldfield Grammar School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to all necessary pre-employment checks. This includes enhanced DBS, barred list clearance, medical fitness, identity and right to work; and where applicable prohibition check, qualifications, certificate of good conduct and letter of professional standing from the regulating authority in the country in which the applicant has worked. An online search will also be carried out as part of due diligence on all shortlisted candidates.

Candidates for teaching and support staff posts will be assessed at interview for their suitability to work with children. Appointment is conditional upon at least two satisfactory references which include specific comments on working with children and young people. All staff at the school have a responsibility to promote and safeguard the welfare of students at the school. In addition to the ability to perform the duties of the post the interview will also explore issues relating to safeguarding and promoting the welfare of children including:

- motivation to work with children and young people.
- ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- emotional resilience in working with challenging behaviours.
- attitudes to the use of authority and maintaining discipline.
- any relevant issues arising from references.
- any gaps in time not covered by details in the application form.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020). This means that certain convictions and cautions are considered 'protected' and do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Please refer to our policy statement on the recruitment of ex-offenders.

This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English is an essential requirement of the role.

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Summary of Child Protection Information for Visitors and Volunteers

Sutton Coldfield Grammar School for Girls is committed to the highest standards in protecting and safeguarding the students entrusted to our care. Our school supports all students by:

- Promoting a caring, safe and positive environment within the school
- Encouraging self-esteem and self-assertiveness
- Effectively tackling bullying and harassment

We recognise that some students may be the victims of neglect, physical, sexual or emotional abuse. Staff working with students are well placed to identify such abuse.

In order to protect our students, we aim to:

- Create an atmosphere where all our students can feel secure, valued and listened to.
- Recognise signs and symptoms of abuse.
- Respond quickly, appropriately and effectively to cases of suspected abuse.
- If you have a concern that a student is being harmed, is at risk of harm, or you receive a disclosure (intentionally or unintentionally), you must contact the following staff member as quickly as possible.

Designated Senior Lead (DSL) and Single Point of Contact (SPOC) for safeguarding and child protection: Mr Neil Eaton.

If this person is not available please contact

**Deputy DSL/SPOC: Mrs Samantha Hart
Mrs Lisa Neal
Mr Mark Charles
Mrs Meg Mahoney
Dr Barbara Minards**

Headteacher: Dr Barbara Minards

Everyone working with our students their parents and carers should be aware that:

- Their role is to listen and note carefully any observations which could indicate abuse.
- They should not attempt to investigate once the initial concern is raised.
- They should involve the Designated Senior Person (DSL) immediately.
- If the DSL is not available the Headteacher or the Deputy DSL should be contacted.
- Disclosures of abuse or harm from students may be made at any time.

If anything worries you or concerns you, report it straight away. The main office will direct you to the appropriate member of staff to report your concerns. The school's Safeguarding and Child Protection Policy and procedures will form part of the induction for the successful candidate.

