

SUCCESSFUL. DYNAMIC. DIVERSE.



Network Support Assistant

(Full-Time)

Application Pack



**Woking
College**



Letter from the Principal

Thank you for your interest in Woking College.

Woking College is a rapidly expanding, and highly successful, college serving the Borough of Woking and surrounding areas of Surrey. Our very successful strategic focus for many years has been to provide the very best quality of teaching and learning to the community of Woking, and its surrounding area, on an inclusive and non-selective basis, and we are fully committed to continuing this successful strategy which has resulted in a 64% growth in student numbers in the last 10 years.

Woking College is enjoying record results, record applications and quite rightly has a teaching and learning environment of which we all are very proud. Despite ever increasing competition, and against the backdrop of funding pressures across the sector, the College continues to grow and thrive. The College has benefited hugely from an impressive transformation of its' estate over recent years, with the completion of a new Sports Centre in 2014, a new Arts Block in 2015 and a modern and larger Science Building in 2016.

We recognise the advantages of collaboration and have worked hard over the years to build and maintain close working relationships with other education providers and the Local Authority. The College has been a long standing member of S7, the Surrey and Sussex group of Sixth Form Colleges, and looks forward to continued positive engagement for the benefit of all.

With strong leadership from our passionate and committed senior management team, and with the support of an outstanding staff across all areas, we look forward to the continued evolution of the college. We are looking for strong, engaging and passionate candidates to join us on our journey to continued success.

We very much look forward to receiving your application.

Brett Freeman
Principal



The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Appointed staff will be subject to Disclosure and Barring Service (DBS) checks. The College is committed to equal opportunities

Background Information

Woking College is a successful, contemporary, and inclusive Sixth Form College which achieves outstanding results. We have 1280 full-time 16-18 year old students and 350 part-time adult learners. Of our 16-18 year olds the majority follow A-level programmes from a wide range of subjects. Last year our pass rate was 99%.

We have consistently achieved Grades 3 and 4 in our ALPS analysis which puts us in the top 11-40% of Schools and Colleges for value-added performance. We also deliver very successful vocational courses in Sport, ICT, Health & Social Care, Business, Childcare, Forensic Science, Media, Art & Design and Performing Arts at Levels 2 and 3. Progression to Higher Education is excellent. Our Ofsted inspection in March 2016 graded all areas of provision good.

Students come to the College from over 60 schools, with approximately half from three local 11 to 16 schools. Transport links to the College are excellent, which attracts students from a wide geographical area. Over 25% of our students come from Black, Asian and Minority ethnic groups. Students receive excellent individual support and are set challenging targets to ensure the successful completion of their courses. Raising aspiration amongst our diverse student body is a key priority for the College.

Woking College has a strong sense of community in which all members are valued and we are especially proud of our achievements in supporting those students who have particular learning needs. We place great emphasis on our programme of enrichment courses which include an extensive range of music, performing arts, sport and language courses.

The Student Council is very active and involved in decision-making at all levels across the College with two students serving as elected governors. The College also has a thriving adult education programme for part-time learners who are speakers of languages other than English. We have an ESOL learning centre in the town centre, and we deliver some of our Art & Design programme at our studio in the Lightbox Gallery.

Staff enjoy working at Woking College. It is a very friendly, dynamic environment in which to develop your career and we have good, modern facilities. Our professional development programme is tailored to the needs of individual staff and we work closely with the other sixth form colleges in Surrey to provide the best possible training opportunities. The College has grown by 80% over the past 8 years and is widely noted as an excellent place of study, where our finances are very sound. The College site is modern and well-maintained. Over the past three years the College has been successful in gaining funding which has enabled the building of a new Sports Centre, a new Arts/Media block and a state-of-the-art Science block.

Woking is one of 8 sixth form colleges in Surrey who work closely together in the S7 Consortium of Sixth Form Colleges. Woking College is committed to equal opportunities and is a lively and supportive environment in which to work. Please visit our website: www.woking.ac.uk



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The Post

The College requires an enthusiastic Network Support Assistant to join this friendly department. This role is perfect for an aspiring IT support engineer who is eager to progress in the IT industry. You will be able to apply your IT skills to a wide array of technologies. The IT support team provide an important role at the College to ensure the smooth-running of the network and IT equipment. This is a diverse role, providing exposure to industry-leading technologies. Due to the nature of the role, flexibility is essential at key times.

We are looking for an exceptional candidate. We expect high performance from all our staff, and are looking for an impressive, pro-active individual to work with our IT team. Candidates should demonstrate their ability and suitability to both the role and the culture of the College.

Start Date: June/July 2018

Salary: £18,000 per annum. Full-time (52 weeks per year).

The Department

The IT department are based in an open plan office, complete with access to the main server room and a build station for imaging devices. The team administer and maintain approximately 730 Windows desktops, 100 laptops and 50 Macs. The department also manage peripherals such as printers, projectors and smartboards.

This is an exciting time for the IT department, as there are numerous potential projects on the horizon which will offer the candidate the chance to learn new and highly-desired IT industry standard technologies. The College currently runs Windows Server 2012 R2 for most servers, Windows 8.1 for desktops and laptops, and Mac OSX 10.12 for Macs.

The IT Manager works alongside the team, providing 3rd line support for the College and is keen to progress the correct candidate by expanding their technical skillset. The team dynamic is very open and friendly, whilst maintaining a dedicated and professional approach.



Application & Selection

Application forms are available to download from our website: www.woking.ac.uk/about/staff-vacancies/

Completed applications should be sent via email to Kirsty Crook (Personnel Officer): kcr@woking.ac.uk If you have any queries regarding the role or your application, please contact Kirsty on 01483 227438 (direct), or via the College Reception on 01483 761036.

Closing date, Network Support Assistant: 9am, Wednesday 16 May 2018

Shortlisted candidates will be notified, invited for interview and references will be taken up immediately for those candidates. Please note that it is not always possible to inform candidates who have not been short-listed due to time constraints.

Interviews for Network Support Assistant: to be held in week commencing 21 May 2018

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The College encourages all candidates to be familiar with Section 1 of the DfE paper on “Keeping Children Safe in Education” September 2016 and the College’s Safeguarding and Child Protection Policy. Both documents can be accessed using the following links:

- https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550511/Keeping_children_safe_in_education.pdf
- <http://www.woking.ac.uk/about/policies/>



Job Description

Post Title: Network Support Assistant (Full-Time)

Responsible: IT Manager

Job Purpose: To assist the IT Manager in ensuring the smooth running of the College's IT function

Job Responsibilities

1. To act as the first point of contact for all helpdesk issues, troubleshooting and resolving issues relating to hardware, software and network-related problems.
2. To support both staff and students in the efficient and innovative use of IT in the curriculum.
3. To assist in the maintenance of the College's IT systems, including hardware moves, installations, software deployments and other projects that are set by the IT Manager.
4. To provide assistance where necessary, and understand the flexibility required at key times of the year, for out of hours tasks ie promotional events such as Open Evenings, and College student enrolment (which will include the creation of new student user accounts and ID badges).
5. Duties may change from time to time, so you will be required to follow instructions from the IT Manager to continue to provide an excellent support service for staff and students.
6. To receive training from the Assistant IT Manager and IT Manager in relation to IT systems (networking, Windows Server and more). To take part in the training programmes provided by the College and agree to the process of professional reviews.
7. To act at all times in accordance with the College's Equality & Diversity policy.
8. To act at all times in accordance with the College's Safeguarding policy. Ensuring the safeguarding of students at the College, recognising one's own role in liaison with the designated safeguarding team.
9. To contribute to the safety policies of the College as directed by the Principal and to ensure that Health & Safety Regulations are observed within the Curriculum Areas and within the College in general.
10. To undertake any other particular duties which may be reasonably assigned to you by the Principal from time to time.



Person Specification

Network Support Assistant (Full-Time)

Candidates should be able to demonstrate:

- Pro-active first point of contact for helpdesk tickets
- A practical, problem-solving approach
- Good communication and interpersonal skills
- Ability to meet deadlines and troubleshoot hardware/software issues (including projectors, smartboards and desktops)
- Willingness to work flexibly is key – early starts/late finishes are required occasionally within this role for busy periods and key events in the year.
- An understanding and support for the ethos of the College.
- Able to enjoy working in an environment with 16-18 year olds and being part of the College community
- An awareness of the need for personal development, both as a member of a team and as an individual.

Essential IT skills include:

- Microsoft Windows Operating Systems (Windows 8.1 and Windows 10)
- User management - Active Directory, Exchange/O365 & File Server permissions
- Resolving hardware issues – Desktops, projectors, smartboards & other peripherals
- MAC OSX 10.12

