ROYAL GRAMMAR SCHOOL

Amersham Road, High Wycombe, HP13 6QT
01494 524955

Website: www.rgshw.com

RGS ESTᴰ 1562
HIGH WYCOMBE
SCHOLA REGIA GRAMMATICA

IT Technician
(senior role)

term time / full time

Applications should be made to the Finance and Resources Director, Mr Chris Hall, by Wednesday 25 April by email (dmc@rgshw.com) or post. Along with the completed application form, please include a letter of application and a current curriculum vitae, which should include the names, addresses, telephone numbers and email addresses of 2 referees.

If you have not heard from us within three weeks of the deadline, please assume that your application was unsuccessful. In which case we thank you for applying and wish you well in your future career.

The RGS is committed to promoting the safety and welfare of all pupils.
Appointment is conditional upon at least two satisfactory references.   All staff are required, before taking up post, to undertake an enhanced criminal record check through DBS.

Royal Grammar School

Amersham Road, High Wycombe, HP13 6QT

IT Technician

(senior role)

Person specification:

We are looking for someone who is positive, with a flexible, 'can do' attitude and the ability to work, at times, under pressure. The applicant should be a team player, with an optimistic, cheerful outlook, have excellent attention to detail.

Line Manager: IT Manager

Direct Reports: None

Salary/remuneration package:

- Salary Range: Point 24 – 30 (£24,734 - £27,869).
- Appointments will be made in the range according to qualifications, experience and skills.

Working Hours:

- 37 hours per week – half hour to be taken for lunch (unpaid)
- 08:00 – 16:00 (although actual hours can be discussed at interview)

Full time/term time

- We would consider applications for term time (plus three weeks during the summer holiday) or full time.

Purpose of the Role:

- Work as part of the IT Team to provide support, though an IT help desk and participate in the delivery of training and development opportunities to IT users access the School in timely and user friendly manner so that effective teaching, learning and administrative functions can be achieved to a high standard. Users include teachers, pupils, support staff, technician staff and managers. Assist in maintenance of the IT equipment, communications, payment and other systems, networks and security equipment so that they perform effectively.

Training will be given where appropriate

Job Description

IT Technician

(senior role)

As IT Technician (senior role):

- Provide Technical support and implement changes (in accordance with the change management procedures) on ICT based systems operating in the school including the VMWare operating system software, Microsoft Server based operating system software, Paper-Cut printing credits, SIMS, the school telephone exchange, the VLE, the class change wireless system and other systems in place or that maybe introduced.
- Participate in the delivery an effective ICT help desk. This will include contributing to the development of on-line manuals so that users can effectively solve Level 1 queries.
- Support, train, develop and motivate other appropriate Technician level staff and some teaching staff across the school to respond effectively to Level 1 ICT Support queries so that the ICT help desk can focus on delivering effective responses to Level 2 and Level 3 ICT queries
- Assist in Carrying out risk assessments and contingency plans and backup and disaster recovery plans that need to be implemented in emergencies.
- Ensure that health and safety regulations, data and child protection policies associated with the post holder's area of activity are carried out and promote safe working practices at all times to all ICT equipment and software users.
- Ensure that opportunities for cost effectiveness are maximised. Contribute to the production of management information to measure and demonstrate that resources are being used effectively.
- Provide effective support to the teachers and the pupils using the mobile devices and the school's wireless Wi-Fi system.
- Maintain the ICT documentation for the school's network which may be used for the disaster recovery purposes.
- Work as part of the team to maintain, repair and clean computers, laptops, printers and other ICT equipment so that that they are in good working order; keeping a system of continuity and replacement and repairs and ensuring adequate spares are available including toner cartridges. Participate in maintenance and an audit and report issues that they can be resolved in a timely manner.
- Contribute to the management of the School's network switching configuration, upgrading of the VMWare's operating system software and the Microsoft server upgrades.
- Maintain the Active Directory for the school's network including the SAN system.
- Contribute to the PAT testing of all ICT equipment including TC, audio and projection equipment and produce reports as required.
- Contribute to ensuring that teaching areas have ICT equipment operating effectively and prepare ICT suites in the school so that they are operational at the beginning of each teaching day and when being let by the school to external users and /or used for school events.
- Contribute to the maintenance of the software and license database.
- Support contractors carrying out ICT related work across the school.