St Philip Howard

CATHOLIC SCHOOL

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Fiat voluntas domini

IT TECHNICIAN
RECRUITMENT PACK

Bosco
CATHOLIC EDUCATION TRUST

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St John Bosco, founded the Salesian Order in the 19th Century. He had a profound and compelling vision for education, reaching out to some of the most vulnerable, disaffected and uncared for children in Turin and surrounding areas. He provided them with faith, hope and love; giving them opportunities and a future that no one else had afforded them. Don Bosco spoke about the need for children to be 'known and loved'. The deanery schools chose Don Bosco as the patron of the multi-academy trust as it was felt he encapsulated all that we cherished in Catholic education, providing us with a model of leadership and education which would sustain and nourish us on the exciting journey ahead.

The Bosco Catholic Education Trust (BCET) opened in April 2017 with St Mary's and St Philip Howard Catholic School (SPH), Barnham. Annecy joined in February 2019 and St Joseph's in September 2020. SPH is an outstanding Catholic secondary school, a National Teaching School and has a proven track record of raising achievement through school to school partnerships. CEO of Bosco CET, Dave Carter, is a National Leader of Education and Headteacher of SPH.

As in other areas of the Diocese of Arundel & Brighton, Catholic schools are working collaboratively, cross-phase to develop an exciting vision for Catholic Education which is fit for the future. Within Sussex, there are 36 schools: 30 primary and 6 secondary. Over time it is anticipated that other schools within Sussex will join BCET, to help develop Catholic Education across the South Coast.

APPOINTMENT OF IT TECHNICIAN

37 hours per week. All year round
Salary WSCC Grade 4 £19,312

We are looking to appoint a talented IT Support Technician to work as part of our IT Team. The IT Support Technician will be responsible for the upkeep of SPH's network devices, ensuring that security is monitored and maintained, and that Teaching and Learning is supported. In addition, the successful candidate will support the seamless running of our IT support helpdesk. This part of the role involves helping colleagues with IT matters as they arise, as well as maintaining and improving internal IT infrastructure. The role will entail varied project work, which will also give you the opportunity to extend your skillset.

We are seeking applications from candidates with excellent interpersonal and organisational skills who understand the responsibility of confidentiality. Applicants must be able to prioritise workload and work under pressure to meet conflicting demands and deadlines.

Key Skills:

- Practical knowledge and experience of 1st and 2nd line Helpdesk in an IT Support team
- Active Directory
- Group Policy
- Windows 10 troubleshooting
- Software & Hardware installation
- Microsoft Office 365 experience
- Working knowledge of mobile device deployment and management is advantageous

The school is an equal opportunity employer and is committed to the safeguarding and protection of children and individuals. This post is subject to a DBS Enhanced Disclosure.

HOW TO APPLY

Please complete the CES application form and email to Jacqui Inglis at jinglis@sphcs.co.uk or send to the school address.

- **Closing date for applications:**   **9am on 17 September 2021**
- **Interviews:**   **w/c 20 September 2021** *(Please note that we may invite promising applicants in for interview prior to the closing date where early applications are received)*
- **Start date:**   **October 2021**

JOB DESCRIPTION: IT Technician

Job Summary

Location:	St Philip Howard Catholic School, with occasional travel to other Bosco schools
Job Title:	IT Technician
Grade:	Grade 4
Times of Work:	37 hours per week full-time
Qualifications:	Practical knowledge and experience of 1st and 2nd line Helpdesk in an IT Support team. Active Directory, Group Policy, Windows 10 troubleshooting, Software & Hardware installation. Microsoft Office 365 experience. Working knowledge of mobile device deployment and management is advantageous.
Accountable to:	IT Network Manager
Post Responsible for:	Responding to Helpdesk tasks and ensuring end users are supported in a timely and professional manner.

Job Overview

We are looking for a talented IT Support Technician to work as part of our Team. The IT Support Technician will be responsible for the upkeep of SPH's network devices, ensuring that security is monitored and maintained, and that Teaching & Learning is supported. In addition, the IT Support Technician will support the seamless running of our IT support helpdesk. This part of the role involves helping colleagues with IT matters as they arise, as well as maintaining and improving internal IT infrastructure. The role will entail varied project work, which will also give you the opportunity to extend your skillset.

Terms & Conditions

Hours of Duty:	Basic hours will be 37 per week.
Overtime:	You may be expected to work longer hours on some days. Normally time off in lieu is granted for this.
Annual Leave:	Your contract is full-time, so you are entitled to 23 days paid holiday which can be taken at any time with advanced agreement from your line manager.
Driving Licence:	It is desirable for the postholder to have a full and current driving licence.
Confidentiality:	The postholder is required to respect the confidentiality of all matters relating to the school, students and staff.
Probationary Period:	The post is subject to the satisfactory completion of a six-month probationary period.

Duties and Responsibilities

- 1st line helpdesk support for all PC, telephone, network, and peripheral related issues.

- Installation of hardware – Laptop / Desktop installations, setup of workstations, monitors, etc.

- Support SPH staff in the use of ICT equipment i.e., PC's, Tablets, AC, phones, and printers.

- User account maintenance, i.e., password resets, user/mailbox administration. Assisting users, remotely and in-person, to diagnose and resolve technical problems

- Maintaining asset inventories.

- Liaising with suppliers/service providers and monitoring onsite contractors.

- To assist in the introduction of new technology support learning.

- To monitor and maintain ICT equipment including audio visual/conferencing equipment.

- To provide ICT support for visitors.

- Recent and relevant experience of Windows desktop OS platforms.

- Manage and deploy 1:1 mobile devices (iPads)

- Any other duties or tasks as requested by the Headteacher or line manager from time to time that are commensurate with grade and ability.

Section 5: Conditions of Employment

- Bosco Catholic Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

- Any successful applicant will be required to undertake a Disclosure check by the Criminal Records Bureau at an enhanced level.

- The post holder should be aware of and comply with and assist with the development of policies and procedures relating to child-protection, confidentiality and data protection, and report any concerns to an appropriate person.

- The post holder should be aware of and support difference and ensure equal opportunities for all.

- The post holder is expected to support the overall ethos, aims and work of the Trust.

PERSON SPECIFICATION	Essential / Desirable
Qualifications / Training	
• A relevant qualification (including 'A' levels or apprenticeship) or two years' relevant experience	E
• Good basic education to GCSE level (9-4) in literacy and numeracy, or the equivalent	E
Skills and Abilities	
• Active Directory, Group Policy	E
• Microsoft Office 365	E
• 1st Line HelpDesk experience	E
• Working knowledge of Mobile Management Technology	D
• Previous experience in a customer facing support role	D
Competencies and Personal Qualities	
• Outstanding communication and interpersonal skills are essential	E
• Attention-to-detail and high standard	E
• Work effectively as part of a team, understanding Bosco roles and responsibilities and your own position within these	E
• Organised with good administration skills and highly-motivated	E
• Ability to manage time effectively and follow plans to help ensure deadlines are met and projects are delivered on-time	E
• Thorough and a finisher	E
• Able to work under pressure and to meet deadlines	E
• Able to exercise discretion and confidentiality	E
• Contribute to the overall ethos/work/aims of the Trust	E
• Acceptance of staff dress code	E