

Job Description

IT Technician



The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Support Staff Team

Post:	IT Technician
Salary:	Up to £22,000 dependent on experience
Contract:	Probationary period of 3 months, followed by a permanent contract with a notice period of 1 month.
Reporting to:	Director of Finance and Operations
Working closely with:	External IT support contractor, Facilities Team, Artistic Faculty, SLT, MLT and Administration.
Hours:	40 hours per week, some weekend and evenings may be required. 52 week contract (not term time only)

Purpose of Job:	<p>To be responsible for:</p> <ul style="list-style-type: none"> • Maintaining all ICT equipment and the school's IT network • Providing front line support for ICT across the school. • Leading on projects to develop the school's IT infrastructure • Supporting with theatre tech such as lighting and sound (full on-the-job training will be provided in this specialist area) <p>The successful candidate will demonstrate the ability to communicate technical information to non-specialists, and will provide service led ICT support for school operations and teaching and learning in this specialist dance school environment. In addition, they will support the Artistic Faculty with theatre production requiring sound and lighting technical assistance.</p> <p>The successful candidate will work towards fulfilling the schools commitment to a high quality of service and will promote and embody the schools ethos; the Elmhurst Way.</p> <p>The school is committed to working as 'one' to best meet the needs of all students and therefore the successful candidate will demonstrate an interest, and enthusiasm in supporting young people to fulfil the schools vision of being outstanding in everything we do; Live, Dance, Learn.</p>
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Main Duties and Responsibilities:

Technical IT Support

- Provide IT support to staff and students with support, where appropriate, from external IT support provider.
- Install new software and hardware as appropriate.
- Ensure the safe set up of equipment.
- Deliver hardware and resources to work areas, classrooms and for assemblies and presentations as required.
- Liaise with external telephones, photocopier, CCTV and Visitor management support contractors to provide support to staff and students.
- Support school performances with sound and lighting needs working in partnership with the Artistic Faculty.

Server and Network Support and maintenance

- Work with Windows servers including Active Directory account management and Office 365.
- Manage and diagnose faults with the network infrastructure i.e. switch management/configuration, patch panels, cabling, UPS, broadband links, wifi, VLAN (port tagging and fault finding), network protocols etc.
- Monitor the school's firewall, web filtering software and PC monitoring/online safety software, including running regular reports as required by the School's Designated Safeguarding Lead.
- Be responsible for ensuring data back ups are taken daily and tested regularly.
- Install new computers and other devices onto the network.
- Perform checks to ensure that all critical services are maintained.

ICT Maintenance

- Develop and manage a maintenance schedule for all computer hardware, software and networks including a rolling replacement plan.
- Manage the structure of the school intranet and internal systems and contribute to their development of other e-learning.
- Support the implementation of MIS solutions as required.
- Ensure school policy on staff and pupil access to data and files is securely implemented.
- Provide advice, guidance and assistance to teachers, students and other members of staff on developing their use of ICT in school.
- Under the guidance of a teacher use specialist skills and experience to support individuals or groups of students working on practical aspects of courses.
- Prepare equipment required for teaching as requested.
- Identify software, hardware and working practices required to fulfil the functional specification as defined by school staff.
- Assist in planning and implementing changes to elements of the ICT service as required.
- Ensure routine safety checks, including electrical tests, are carried out and appropriate records maintained.
- Ensure the safe and secure disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.
- Maintain a secure and confidential system.
- Work to and give guidance to others on the IT and Data Policies and particularly on GDPR matters.

Main Duties and Responsibilities:

Administration and Supervision

- Maintain an up-to-date inventory of ICT software and licences in school.
- Be responsible for an efficient stock control system and associated records. Order equipment and supplies to secure best value for goods and services under the supervision of the Director of Finance and Operations.
- Receive and check IT related deliveries and associated invoices, notify the appropriate person of discrepancies.
- Support financial planning for ICT.
- Provide management information as required.

Facilities support

- Support colleagues in the Facilities team, where required, with preparing for school events and lettings, sometimes this will include working evenings and weekends.
- Support the Facilities Coordinator by chaperoning contractors if there are not enough available Facilities staff.

General

- To contribute to School Self-Review & the School Development Plan as appropriate.
- To keep abreast of current IT hardware and software developments and provide advice on the best product for a given task.
- To be prepared to work with colleagues within the faculty and in other faculty areas to meet whole school objectives.
- To support the development of the whole school culture and ethos of the 'Elmhurst Way' with colleagues and students.
- Follow the Elmhurst Way and Professional Code of Conduct.
- To be prepared to initiate and participate in additional events in order to promote high standards within the team and the School community.
- Attend and participate in staff and working group meetings and training as appropriate.
- Adhere to and work within Elmhurst Ballet School practices and policies including those relating to Equal Opportunities, Safeguarding & Child Protection and Health and Safety.
- To work flexibly and undertake other duties of an equivalent nature that may be required by the Director of Finance and Operations and the Principal from time to time.

This job description is subject to change at the discretion of the Principal.

Person Specification: The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

	Essential These are qualities without which the Applicant could not be appointed	Desirable These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	Method of assessment
Qualifications	Good general education appropriate to the post.	Recognised Degree in IT or other recognised IT qualification. For example: MCSA or MCSE or earlier equivalents, COMPTia	Certificates
Stakeholder Focus	Demonstrable understanding of Elmhurst as an organisation, school vision and needs. Evidence of responding quickly to stakeholder needs and resolving concerns.		Application form Interview Professional References
Knowledge & Experience	Experience in ICT networking and support including; <ul style="list-style-type: none"> • Knowledge and experience of servers • ICT system installation. • Configuration and basic hardware maintenance. • Provision of advice and assistance for users. • Support for Microsoft products, multi-media and internet and email including Office 365 • Knowledge and understanding of the data protection act. • Knowledge and experience of desktop products, networking and wireless systems. • Knowledge of relevant data protection legislation including the GDPR. 	Experience of Windows 10 Experience of working in an education setting Knowledge of SIMS or other similar MIS for school setting. Experience of using education-specific IT systems such as Smoothwall and Inventory. Understanding of a school's safeguarding responsibilities with regard to online safety. Experience of theatre technician work (sound and lighting)	Application Form Interview Professional references
Skills	The ability to communicate technical information to non-specialists e.g. pupils, staff, governors. The ability to support the improvement of ICT systems to improve working practices at the school. Willingness to undertake further training. Good written and oral communication.		Application Form Interview Professional references
Innovation	Able to use own initiative Able to be proactive and seek solutions to problems that arise.	Able to come up with new methodologies to improve school efficiency and effectiveness.	Interview Application From Professional References
Personal competencies and qualities	Unconditional positive regard for students and colleagues Determination and resilience; 'Never give up, never give in' Commitment to providing high quality 'customer' service to colleagues and students High level of personal integrity Dynamic and charismatic Highly organised and Methodical Well presented & personable Genuine enthusiasm and the ability to work well both alone (as the only IT team member) and within a wider staff team. Patience with members of staff with limited knowledge of IT Able to work with a minimum of supervision Able to work to tight deadlines		Application Form Interview Professional references

In common with all employees of the school, the post-holder will be expected to share the: Motivation to work with children and young people, Ability to form and maintain appropriate relationships and personal boundaries with children and young people

EQUAL OPPORTUNITIES POLICY STATEMENT

Elmhurst Ballet School is striving to be an equal opportunities employer.

In line with the current legislation, as an employer of staff, we aim to ensure that all job applicants, staff and volunteers do not suffer unfair discrimination because of their race; colour; nationality; ethnic origin or religious belief; social class or caste; age; disability; sexual orientation; marital status; family situation; or gender.

We aim to ensure that all people with whom we work are valued for their contribution and are given the opportunity to realise their full potential within the organisation.

Elmhurst Ballet School believes that following a policy of equality of opportunity will benefit not only the individual but will also benefit and enrich the whole organisation.

DISCLOSURE & BARRING SCHEME

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure and Barring Scheme as part of our pre-employment checks.

ADDITIONAL INFORMATION

The jobholder is required to contribute to and support the overall aims and ethos of the school. All staff is required to participate in training and other learning activities, and in performance management and development as required by the schools' policies and practices.

The duties and responsibilities listed above are provisional. Further details may be supplied when the person is appointed. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.
