



Notre Dame
CATHOLIC SIXTH FORM COLLEGE

have faith in your future

IT TECHNICIAN – SYSTEM SUPPORT

Full year or term-time only.

Salary in the range of Point 21 – 29 i.e. £17,946 - £22,714 per annum, pro rata, dependent upon skills and qualifications.

Department: IT & Networks

Responsible to: The IT Network Manager

Hours of work: 37 hours per week, 8 am to 4 pm Monday to Thursday and 8 am to 3.30 pm Friday (half hour lunch break each day).

THE DEPARTMENT

The College network currently supports over 1000 computer systems available to staff and students running Windows 10 and 7 over a Windows 2012 R2 Server Network.

The main IT Drop in Facility (the IT Suite) contains some 103 PCs and is available to all students from 8 am to 4.30 pm on Monday, Tuesday and Thursday and 8 am to 4 pm on Wednesdays and Fridays.

In addition, all classrooms have interactive audio-visual equipment. These systems are in different buildings and on various floors across the campus.

Many teaching departments have bespoke software packages relevant to the curriculum they teach. It is important therefore, that prompt technical assistance is available. Some departments have a resident technician; however, the IT team provides services across college including the Modern Foreign Languages department.

It is vitally important for the efficient running of the College that the post holder maintains an excellent record of attendance and punctuality, is able to work as a member of a team, is flexible and is able to work under his/her own initiative. A certain degree of flexibility is required as some out of hour working is necessary to upgrade IT systems, etc. to ensure no loss of working time for staff and students.

The job description is an outline of the key tasks and responsibilities and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the College, as well as the personal development needs of the post holder.

JOB PURPOSE

- To work effectively with the members of the IT Support Team and assist in the provision, replacement and development of the College IT systems, promoting high quality teaching and learning and effective administrative functions.

General Technician Support

- Respond in a timely manner to your assigned IT helpdesk issues and requests ensuring service level agreed timescales are met.
- Answer telephone and email requests for support placing new items on the IT helpdesk
- Escalate and delegate IT jobs as necessary.
- Communicate clearly with staff that report IT problems and request support, using the helpdesk and email.
- Provide supervision of the IT Drop In facilities on a rota'd schedule.
- Participate in team meetings.
- Participate in the College appraisal procedure.

Development Planning

- To be aware of the goals and projects set out in the IT Development plan and Road Map and assist with the implementation.
- To assist with IT development projects as required especially during summer.

Budget Support

- Search for competitive pricing for items of IT equipment as required.

Network Support

- To assist the Network Manager and/or Senior Technician with installation, maintenance and documentation of networking equipment as required.
- Maintain user accounts including adjusting disk space and print quotas.

Systems and Services Support

- To act as a point of contact for relevant IT support companies to resolve any issues with service provision as required.
- To provide technical support to teaching departments in college as required.

Hardware and Software

- To provide 2nd line support rapid response for the IT equipment and software applications installed for the end user.
- Installation, configuration and testing of new and replacement hardware and peripheral devices as and when required.
- Setting up of IT equipment prior to lessons, training sessions or other events.
- Maintenance, monitoring and upgrading of end user IT equipment.
- Carry out the installation of software including assisting the Network Manager, and Senior Technician with College wide upgrades and installations.
- Installation of software as and when required including the configuration and deployment of the operating system image.
- Assist with inventory control ensuring IT related documentation is maintained and up to date
- Carry out the backup and cataloguing of new software resources.
- Advise staff and students on the best use of equipment and software packages.
- Replace ink and toner cartridges around College.

Safeguarding

- To inform the IT Network Manager straight away if there is a safeguarding risk due to misuse of IT equipment or systems and act upon it accordingly.

Other requirements of the role:

- To work flexibly as part of a team, assisting with any day-to-day duties required of the team as the need arises
- Be aware of and adhere to all College policies and procedures.
- Be proactive in ensuring the safety and security of all college data. This include issues of data retention, data loss, data confidentiality, GDPR, user account control etc.
- To keep up to date on IT issues through CPD, etc.
- Promote the College's commitment to safeguarding the welfare of students.
- Support the aims and objectives of the College and be committed to its ethos and mission.
- Take part in the College's appraisal and development scheme as appropriate.
- The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
- To support the Modern Foreign Languages (Mfl) department in using bespoke software.
- The cloning, installation and maintenance of the College's IT resources.
- To be responsible for keeping appropriate records.
- To assist in the supervision of the IT Drop In facilities.

PERSONAL AND PROFESSIONAL REQUIREMENTS

Referees will be asked specifically to comment on the attributes below.

The ability to meet the person specification will be verified by the application, interview, task, certificates and references as appropriate.

Method of Assessment

A = Application I = Interview T = Task C = Certificate/s R = References

Essential	Method of Assessment
• A sound working knowledge of computer hardware.	A, I, R
• A sound working knowledge of MS Office applications and Office 365.	A, I, R
• Level 2 qualification in English and Maths (grade C or equivalent)	A, I, R
• High level of literacy and numeracy.	A, I, R
• Good interpersonal and communication skills, including explaining technical concepts.	A, I, R
• Good record of attendance and punctuality.	A, R
• Have a knowledge of computer networks, computer systems and troubleshooting techniques.	A, I, R, T
• Excellent problem solving and ICT support skills.	A, I, R, T
• Familiarity with Windows 10.	A, I, R, T
• Self-motivated and able to work on own initiative or as part of a team	A, I, R
• Excellent organisational skills with the ability to work to tight deadlines	A, I, R
• Enthusiasm for and interest in IT developments.	A, I, R
• The ability to work within the college policies, procedures and	A, I

expectations.	
• Approachable manner with a positive 'can do' attitude.	A, I, R
• Understanding of and commitment to Equal Opportunities.	A, I, R
• Knowledge of and commitment to Health and Safety procedures.	A, I, R
• Knowledge of and commitment to Data Protection procedures.	A, I, R
• Willingness to undertake relevant training under the College's appraisal scheme.	A, I
• Commitment to Safeguarding and promoting the welfare of young people. (All appointments are subject to satisfactory references and Disclosure and Barring Service application).	A, I, R
• Reliable, honest and trustworthy.	A, I, R

Desirable

• Experience of supervising young people on a day to day basis.	A, I, R
• Experience in a similar role within an educational environment.	A, I, R
• Appropriate IT qualification or relevant compensatory experience.	A, I, R, C
• Microsoft accredited qualification	A, I, C
• Experience of working with Windows Active Directory	A, I, R
• Knowledge and experience in print management software.	A, I, R
• Experience of working with Apple Mac	A, I, R
• Experience of building and deploying client PC and laptop images.	A, I, R
• Experience of installing software and hardware to pre-defined requirements.	A, I, R
• Knowledge of security software and systems.	A, I, R
• Experience of classroom management software, including language labs.	A, I, R

COMPLETING YOUR APPLICATION FORM

To apply for a job, you must be eligible to work in the UK.

The application form plays a most important part in our selection process. **Please do not send us your standard CV (curriculum vitae).** It is vital that you fill in the form as fully and accurately as possible.

At the initial shortlisting stage we will pay particular attention to how well your experience and skills fit **the criteria of the Person Specification and you should address each of these clearly in your application.**

The College is committed to Safeguarding and promotes the welfare of young people and expects all staff, students and volunteers to share this commitment.

In promoting equality we welcome applications from all sections of the community.

This post is subject to an enhanced Disclosure and Barring Service check under the Protection of Children and Young Persons procedures. If you are selected for interview you will be required to consent to the necessary enquiries being made.

Completed applications should be returned via the TES Portal.

Closing date: 9am on Thursday, 23 January 2020

It is intended that interviews will take place on Monday, 27 January 2020.

Applicants who have not been contacted within four weeks of the closing date should assume that, on this occasion, their application has been unsuccessful.

Thank you for your enquiry and interest in this post.

About Notre Dame Catholic Sixth Form College

Notre Dame Catholic Sixth Form College is one of the top sixth form colleges in the country with a historical track record of success. We are extremely proud of all our students' achievements, especially the individual progression that they each make in their time with us. The success is built upon teamwork between staff and students. Our staff are passionate about working with young people and always go the extra mile to provide guidance and support to help them succeed.

We are in a prime central location adjacent to Leeds University, within walking distance of the city centre with good transport connections to the rail/bus stations, uniquely situated down a tree lined avenue which provides a peaceful almost non-urban setting. Parking on site is provided.

Our core activity is to provide education for students aged 16-19, offering a range of A Level and BTEC courses, at both level 2 and 3. We are a highly successful college of approximately 2000 full time 16-18 year olds and oversubscribed each year. Student destinations are excellent, with circa 80% progressing to University, a significant number achieving Russell Group and Oxbridge places, and with an increasing number of students opting for apprenticeships. Students study in a purposeful and diverse environment with a strong focus on respect in which every learner genuinely does matter.

An Outstanding College

We are Ofsted grade 1 Outstanding and have a sustained track record of outstanding results at A level and BTEC/CTEC as measured by ALPs, which puts Notre Dame Catholic Sixth Form College one of the top Sixth Form Colleges in the country. There is a culture of high expectations and rigorous quality improvement in all areas with students continuously achieving well above their target grades and making a positive contribution to the College and its wider community. Student attendance and behaviour are exemplary, illustrating that the Catholic mission and ethos of the College is lived out at all levels.

Our Community

Notre Dame offers Catholic students from Leeds and surrounding towns and districts an excellent opportunity to continue their education in an environment that lives by its mission to build a community based on faith and trust. The College has a high proportion of students from disadvantaged areas (the College is in the lowest quartile of providers nationally in terms of disadvantage). Students are supported in their personal, academic and spiritual needs. Although the majority of the students are from Catholic backgrounds, the College welcomes students of other faiths and celebrates the diversity of the student population.

Links with the Catholic and local high schools are very strong. The Principal meets regularly with Head Teachers to discuss and share a wide range of curriculum, pastoral and strategic issues. Relationship with the Diocese of Leeds are maintained through the foundation governors. The College has outstanding links with both the local and wider community. The curriculum departments also contribute widely to the links with local community groups, employers, charities and local primary schools.

Notre Dame has an extensive range of enhancement and enrichment activities, involving many team sports, drama and overseas visits. There is a first-class programme of student support and a very active Chaplaincy group.

As a Catholic Sixth Form College we strive to be a centre of educational excellence for the community built on faith, respect and trust. We celebrate diversity amongst all our students and staff and seek to nurture the gifts of each individual through high quality teaching and learning and dedicated pastoral care.

Staff at Notre Dame Catholic College

Notre Dame Catholic College has achieved all of its success through the hard work, skills and commitment of all staff. We seek to work with an inclusive and transparent style of management, which is open, consultative and encourages all staff to participate in the leadership and management of the College. The development of staff skills is a priority for the College and teams are encouraged to innovate and continuously improve Notre Dame's curricular and pastoral offer to its students.

What our staff say about Notre Dame Catholic College

Teacher of Law

'I have worked here for 13 years because it is a college which cares about the students both academically and pastorally and which allows them to achieve their potential.'

Head of Department

'Working at Notre Dame was the best career decision I could have made. Since my first day I have always felt supported, challenged but above all empowered to teach my subject the way I want to teach it.'

Course Leader

'I am new to the College and I have found everyone to be so supportive and helpful. There is an air of kindness and I am trusted to do my best for our students. Everyone is in it together to work, succeed and grow.'

Teacher of Health and Social Care

'I have been here for nearly 9 years and cannot believe how fast time has flown. I absolutely love it here, the great students, the wonderful staff who are genuinely so caring and the feeling of being part of such a 'tight' family. We all do work hard, but I don't mind as I feel valued and appreciated. Even though I am Sikh, I have always felt a strong sense of connection within this Catholic college allowing me to develop strong friendships. I honestly believe that my time at Notre Dame has enabled me to be the best possible version of myself as a professional and as a person.'

What our students say about Notre Dame Catholic Sixth Form College



Name: Amy Kitchingman

High School: Bruntcliffe School

Programme of Study: A level English Literature, English Language, History and EPQ

Careers/ university aspirations: BA English at the University of Cambridge

What do you like most about Notre Dame:

Notre Dame enabled me to follow my dreams with the support of the amazing Enhancing Excellence scheme and the English Department.



Name: Isacc Grinnell

High School: David Young Community Academy

Programme of Study: A level Politics, Art and Geography

Careers/ university aspirations: BA Politics at Lancaster University

What do you like most about Notre Dame:

Notre Dame is a really good community to be a part of because you are with people your own age. I felt Notre Dame's ethos is really good and i felt it had good values about people and there is a great support system in place.



Name: Kyra Clarke

High School: Carr Manor Community School

Programme of Study: A level Business, Economics and Sociology

Careers/ university aspirations: BA Economics and Politics at The University of Manchester

What do you like most about Notre Dame:

My favourite thing about my time at Notre Dame was the excellent economics teachers who helped me find a passion for the subject I am now studying at university.