



JOHN F KENNEDY CATHOLIC SCHOOL

INSPIRE • ACHIEVE • SERVE



Assistant Network Technician Information for applicants



Diocese of Westminster

Headteacher Mr Paul Neves BSc (Hons), MA, PGCE, NPQH
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CATHOLIC SCHOOL
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Job Title: Assistant Network Technician
Responsible to: Network Manager
Grade: H5 (SCP 9-14)
Hours: 25 - 35 hours per week, term time only (full or part time available)
Date: June 2023

Introduction

Thank you for your interest in this exciting post at John F Kennedy Catholic School (JFK).

The Governors and I are seeking to appoint an enthusiastic and hardworking individual with excellent administrative, personal and technical skills to join our busy Network team. The successful candidate will work alongside an already established team of Network Manager and Network Technician. This position is at the forefront of our Google provision and would suit someone who thrives in a busy environment.

John F Kennedy Catholic School

JFK is a mixed 11-18 comprehensive school located in the suburban environment of Hemel Hempstead. It is a voluntary aided school with approximately 1124 students on roll. The school enjoys an excellent reputation and is always over-subscribed; for the 2022-23 intake of 180 places there were 500 applicants, with 179 putting JFK as first choice. The intake has, in recent years, been almost entirely Catholic - currently 91% of students. JFK serves the Catholic communities of Hemel Hempstead and a very wide surrounding area, including parts of Hertfordshire, Luton and Bedfordshire; in addition to seven main feeder primary schools, it regularly takes children from over twenty other schools. Unsurprisingly, its students come from a diverse socio-economic background, ranging from a very affluent commuter town to an area with high social deprivation. Overall, however, the school deprivation factor is just below the national average. Currently 8% of students are eligible for Free School Meals. The number of students from minority ethnic backgrounds has increased over the past ten years and is now above the national average. The prior attainment of students is significantly higher than the national average. Additionally the profile of current cohorts is generally skewed towards the 'middle' and 'high' prior attainment categories. The local parish church, St Mark's, is on the school site and the Parish Priest of the Hemel West Parish supports the liturgical life of the school.

JFK's most recent inspections were: Section 8 in March 2017 and Section 48 in December 2017. The headline outcomes for these inspections were all judgements of 'good'. In terms of results our most recent Progress 8 scores were: 0.09 in 2017, 0.25 in 2018 and 0.05 in 2019.

At A level, our results have been stable in recent years, and have been broadly average compared with national figures. Our most recent L3VA scores were -0.05 in 2017, -0.17 in 2018 and -0.07 in 2019.

Visitors to the school frequently comment on the ethos and atmosphere they sense as they come to the school for the first time. This friendliness and sense of community is part of

something wider; it is rooted in the fact that we are a Catholic school. As such, everything that we do is based on our Mission Statement, summarised by words: Inspire • Achieve • Serve. We are an inclusive school that values the uniqueness of each member of our community. In this way we uphold the Gospel values and ensure that everyone has the opportunity to fulfil their potential.

Outside the formal curriculum there have always been numerous opportunities for students to take part in a very wide range of activities. These include drama, sport, music, retreats, trips at home and abroad and the Duke of Edinburgh Award Scheme. All the opportunities offered for students' personal development are summarised by the 'JFK Journey' that is displayed throughout the school.

JFK and the future

I believe there are many features that make JFK a great school but I also recognise there are areas needing development. We must never be complacent and we must embrace new ideas that will benefit the educational opportunities of the students in our care. A current major initiative is the introduction of Google for Education, which is being phased in one year at a time and means that since September 2022 all students in Years 7-11 have their own Chromebooks and the ability to access learning via Google Apps.

Next steps

I hope that having read this letter and the information about the school that you will choose to apply. To do so, you are asked to complete the application form in full but instead of a supporting statement please write a letter of application outlining your relevant experience. In your letter you should also outline your vision and the contribution that you can make to John F Kennedy Catholic School.

I am happy to accommodate a visit so that you can see the school for yourself and meet colleagues leading on this role. If you would like more information about the school, please visit our website www.jfk.herts.sch.uk where you will find our online prospectus and other information. If you would like to know more about the post itself or to arrange a visit, please do not hesitate to contact my PA, Ms Eva Final (email: efinal@jfk.herts.sch.uk), who will be very happy to help you.

Yours faithfully,



Mr Paul Neves
Headteacher



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Job Purpose

To assist in supporting and maintaining the schools networks and IT systems and to provide technical support to IT users throughout the school.

Personal and Professional Standards

- To support the aims of the school
- To be a role model in terms of professional dress and appearance, punctuality and attendance
- To use the performance appraisal process for support staff to take responsibility for own personal and professional development
- To share the school's commitment to safeguarding and promoting the welfare of children and young people
- To be aware of and comply with all relevant policies and procedures within the school
- To participate in training and other learning activities commensurate with the post
- To attend and participate in meetings as required

Main Areas of Responsibility

Technical Support

- To provide IT technical support to departments throughout the school
- To provide staff training and advice where applicable
- To inform staff of issues when appropriate
- Troubleshoot projector, sound and audio visual issues
- Replace Projector bulbs & clean filters as necessary
- To liaise with external companies to resolve technical issues
- To log hardware warranty claims with manufacturer
- To support BYOD users to connect to the guest WiFi networks.
- To support staff in using remote access solution
- To create network guidance documentation
- To assist users in recovery of lost or deleted files

Assembly and Events setup

- To setup and pack away equipment for assemblies and events
- To setup and pack away the Hall sound system
- To liaise with staff about use of hall audio visual equipment outside of assemblies

Chromebooks

- To enrol new Chromebooks into the Schools G Suite domain.
- To provide Technical support relating to the use of Chromebooks.
- To troubleshoot Chromebook issues
- To advise Google Administrator when Warranty or Insurance claims are required
- To make any necessary changes to Chromebook filtering platform
- To assist Google Administrator in all areas relating to Chromebooks where required

G Suite and Chromebooks

- To verify Google sync has closed user accounts (in line with network policy)
- To apply policy changes to G Suite and Chromebooks via the Google admin console
- To troubleshoot and resolve issues with Google MIS sync
- To troubleshoot and resolve issues relating to the use of Google drive for desktop

Printing Solution

- To top up user accounts and billing codes
- To Log faults with supplier
- To replace toners
- To clear Paper jams
- To delete failed print jobs
- Troubleshooting printing issues

Internet

- To monitor and filter inappropriate internet content across the school
- To troubleshoot and resolve basic issues relating to the use of user based filtering
- To export and prepare reports browsing reports when requested as appropriate

System Management

- To use the RM management console to create users and groups as necessary
- Basic policy and settings changes via RM management console
- To assist in maintaining good organisation within RM management console (folder structure, workstation naming, etc.)
- To close network accounts after users have left (in line with network policy)
- To create and test basic packages for use on the network (RM management console import)
- To assist in ensuring main JFK virtual servers are current on windows updates
- To support in the implementation of upgrades for classroom monitoring software
- To support in ensuring backups are running correctly
- To ensure school computers stay up to date with antivirus, windows updates and software updates
- Where packaging is not possible manually install and test software (including required RM management console package for NTFS)
- To create User Experience virtualization templates where required
- To assist in monitoring and reporting IT system misuse
- Enrolling Staff and students in cashless catering system

Network infrastructure

- To assist in maintaining the schools network infrastructure
- To repair network sockets, patch panels and cabling as necessary
- To troubleshoot basic issues with network hardware (switches, routers, access points, etc.)
- To troubleshoot basic network connectivity issues
- To assist in supporting the school's WiFi system
- Where possible to ensure good cable management in comms cabinets
- To support in infrastructure upgrade projects

MIS

- Provide technical support to users with MIS, financial and electronic communications systems
- To deploy updates to MIS, financial and electronic communications systems
- Troubleshoot and resolve issues MIS, financial and electronic communications systems

Windows computers

- To troubleshoot hardware issues with school computers
- To Rebuild school computers when necessary
- To find and upload necessary build drivers to RM management console

Hardware

- To assist in the deployment and installation of computers
- To assist in the deployment and installation of audio/visual equipment
- To assist in the general housekeeping of equipment in the IT suites (replace keyboards, mice, etc)
- To liaise with external companies and appropriate staff to arrange for repairs as necessary
- To assist in the Disposal of Redundant ICT Equipment

Admin tasks

- To obtain Quotes
- To create Purchase orders
- To update expenditure spreadsheet
- To update inventory with new hardware and location changes
- To assist in updating and revising the network and internet policies

Key Competencies

- To work in an organised and methodical way and have sound organisational and coordination skills
- To work accurately to deadlines
- To have a can-do approach to all aspects of the post
- To be able to develop and maintain positive working relationships with other team members, the public, staff and students
- To be able to work under pressure, whilst continuing to prioritise and perform effectively
- To have good written, ICT and verbal communication skills and relate well to school staff
- To have a willingness and competency to work using own initiative
- To be sensitive to the confidential and security aspects of the role
- To follow department processes and procedures
- To be aware and have a good understanding of eSafety requirements
- To be aware and have a good understanding of Data Protection & GDPR requirements
- To be aware and have a good understanding of Health and Safety requirements
- To be flexible to any other role or responsibility as deemed appropriate by the line manager/Headteacher

Note:

We are committed to safeguarding and promoting the welfare of children and young people.
An enhanced DBS check is required for this post.