



NOTTINGHAM
HIGH SCHOOL

CANDIDATE INFORMATION PACK

IT TECHNICIAN

To start as soon as possible



COME AND JOIN US!

We are looking for an IT Technician to join our Support Services teams.

Salary: £23k - £26k per year dependent on experience

Completed application forms should be sent electronically to jobs@nottinghamhigh.co.uk no later than **9am on Tuesday 11 April 2023**. As we are committed to securing the right person, early applications may result in early interviews and the early closing of the vacancy.





THE SCHOOL

We are a School with a rich history dating back to 1513, we pride ourselves on developing happy, confident and driven students with a love of learning.

Nottingham High School is not your average School, we have a very strong academic reputation and achieved the best examination results in the region last summer. We won the Independent Schools of the Year award in 2022, were named the East Midlands Independent Secondary School of the year 2023, East Midlands Independent Secondary School of the Decade by The Sunday Times Good Schools Guide 2021 and ranked first for academic results in the East Midlands by The Sunday Times Independent Schools Guide 2022.

The High School is an independent day school (HMC) for boys and girls aged 4 to 18. Our Junior School, Senior School and Sixth Form are based on-site at Waverley Mount and our Infant School is based across the road at Lovell House.

The Infant and Junior School (ages 4-11) has over 330 students. There are approximately 820 students in the Senior School, with a vibrant Sixth Form of over 240. The School's move to co-education has been a great success with 375 girls in School, with further significant growth planned in future years.

Students come from a wide range of backgrounds and the School is committed to maintaining a representative entry, supporting this with generous bursary and scholarship funds. Together, these mean that about a tenth of Senior School students receive some form of financial assistance. Entry is by competitive assessment in the Spring Term.

Our support staff are a vital part of the School's success, we work hard to make Nottingham High School a place where people love to work. Our teachers and support staff work closely to achieve the aims and objectives of the School. The Nottingham High community is at the heart of our culture.

VIRTUAL TOUR

Take a look inside our Schools!

[Infant School tour](#)

[Junior School tour](#)

[Senior School & Sixth Form tour](#)





THE IT DEPARTMENT

The IT Department is a busy support function team of 6 (including the IT Manager). Some key responsibilities of the team include first, second and third line IT support, the management of the School's IT infrastructure, the administration of the MIS database, reprographics, reporting and application development.

We work with staff, students and parents on a regular basis. The team offers the highest level of service to customers at all times, with excellent communication being at the heart of what we do.

As well as working with the IT team, the role holder will directly support the Assistant Head (Director of Studies) and Deputy Head (Individuals) in key aspects of School life including timetabling, reporting, data and compliance.

Vital aspects of the IT Team are good teamwork, excellent attention to detail, and implementing positive changes which enhance the School's IT and ensure we keep a keen eye on the future.



THE ROLE

Working as part of the IT Services Team, the IT Technician provides operational support for Nottingham High School's computer and telephony systems. The IT Technician supports staff and students in the use of the School's IT facilities, providing an efficient and effective response to requests.

Principal Objectives:

- Operating helpdesk call-logging systems and responding to any requests for technical support from staff or students, or as directed by the IT Manager, in a timely manner. This will include face to face interaction with students and staff, sometimes in a classroom environment.
- Maintaining IT, audio-visual, telephony and reprographics equipment in good working order and in accordance with Health and Safety requirements. Carrying out any hardware repairs, software maintenance or consumable replenishment as required. Liaising with suppliers or other external third parties to log warranty fault calls or obtain repair costs as appropriate.
- Assisting in the administration, development and support of the School's cloud-based learning services and Office 365 tenant; providing support of the same for devices connected to the School's guest and BYOD wireless networks.
- Assisting in the administration, development and support of the School's telephony system and print solutions.
- Performing the installation or removal of hardware and software to / from the School's network or any 'stand-alone' computers and assisting with the installation of network infrastructure within the School, under the direction or supervision of the IT Manager where necessary or as appropriate.
- Performing the physical installation of IT equipment and peripherals around the school including Smartboards, Projectors, Trunking, Input Plates, Wall Brackets, Ceiling Mounts, Wi-Fi Access Points and other items.
- Assist in maintaining the IT asset inventories and ensuring our asset data is kept up to date. Ensuring computer rooms and other assets are secured as necessary. Operating suitable stock management systems and ordering appropriately as requested, ensuring best value.
- Supporting the Reprographics function and Senior Infrastructure Engineer when directed – for instance, to provide operational cover in the event of absence, or assisting with fault-finding or repairs.
- Operating documentation systems (cataloguing, filing, worksheets, change control and electronic fault logs, asset inventories etc.) as necessary to discharge the duties of the post-holder.
- Working on any projects deemed appropriate under the supervision of the IT Manager, ensuring that project management standards are adhered to and project documentation and training materials are produced.
- Undertaking any necessary training or professional development associated with the duties of the post, including self-paced or directed training where appropriate.
- Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.



THE PERSON

Qualifications

Essential

- GCSE (or equivalent) passes including English and Maths

Desirable

- A-Level or other Level 3 qualification in a computing- related subject.
- Microsoft, CompTIA or other vendor-specific qualification.
- ITIL Foundation v4
- Google Certified Educator

Experience

Essential

- Experience of dealing with customers
- Experience with current versions of Microsoft Office and Microsoft Windows
- Experience of providing hardware and software support
- Experience of Microsoft Office 365 cloud technology
- Experience of Google Classrooms/GSuite

Desirable

- Experience of using Microsoft SCCM
- Experience of supporting an Apple environment
- Experience of working in an education environment

Skills and Knowledge

Essential

- Working knowledge of PC, laptop and photocopier hardware
- Working knowledge of Microsoft Windows and Office suites
- Working knowledge of network infrastructure
- Working knowledge of telephony systems
- Understanding of Office 365 and Google cloud technology

Desirable

- Knowledge of current Microsoft server systems

Competencies and Personal Attributes

Essential

- Strong customer service, problem solving and analytical skills
- Good verbal and written communication skills
- Ability to work accurately under pressure
- Pro-active approach to work
- Keen attention to detail
- Use of initiative and ability to work unsupervised

Business Requirements

Essential

- Ability to do manual handling, work at heights and in confined areas
- Willingness to undertake additional training
- A flexible attitude to working outside of regular hours

Desirable

- Full clean UK driving licence



SAFEGUARDING

Child Protection

Nottingham High School is committed to doing all it can to ensure the safety and wellbeing of its students.

All adults who work at the School must recognise that there is an absolute duty to respond to any issues that are brought to their notice and as such, this post is subject to an enhanced DBS check. The post holder's responsibility for promoting and safeguarding the welfare of children for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with the School's Child Protection and Safeguarding Policy at all times. Any safeguarding concerns must be reported to the School's Designated Senior Lead.

Mandatory training in safeguarding children is given to new members of staff.

All posts in School involve some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post. Accordingly, this post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared.

As a part of our pre-employment checks, your past and current employers will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and, if so, the outcome of any enquiry or disciplinary procedure. Where neither your current nor previous employment has involved working with children, your current employer will still be asked about your suitability to work with children, although a current employer may, where appropriate, answer not applicable if your duties have not brought you into contact with children or young persons.

BENEFITS OF SERVICE

Professional Development

The High School believes in, supports and resources an extensive system of continuing professional development and all teachers and non-teaching staff participate in it throughout their careers. The School has developed an Appraisal Scheme for all staff. Each member of staff has a Line Manager with whom they have Professional Review or appraisal meetings for their individual personal development. In this case, the IT Manager is the line manager.

Working Environment

This is an enjoyable and stimulating place to work. We offer a wide and varied range of staff benefits including free refreshments and school lunch during term time. Staff organise a series of social events during the year including an annual Christmas event. Many of the facilities of the School are open to staff and their families, including the gym and swimming pool.

Eligible employees who have children in the School currently benefit from some remission of fees in accordance with School policy, at the discretion of the Governors.

Living in Nottingham

Good quality housing in Nottinghamshire and the surrounding counties is affordable and as a result many of our staff have a good choice of areas to live in and experience a good quality of life. Most live within a twenty-minute commute of school. There are many attractive villages surrounding the city as well as good quality housing in the city. In the centre there has been considerable development of high-quality apartments.

The School is well served by public transport and is on the tram network. In addition, there is car parking available on site.



HOW TO APPLY

The Application

Candidates should complete the School's application form electronically and email this to jobs@nottinghamhigh.co.uk. Applications will only be considered from candidates completing the form in full. We will acknowledge receipt.

Before interview, we will seek references on shortlisted candidates and may approach previous employers for information to verify particular experience or qualifications.

You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected and possible referral to the police and/or DfE Children's Safeguarding Operation Unit.

Equal Opportunities

Nottingham High School seeks to recruit individuals of the highest calibre. We welcome applications from all sections of the community.

The High School recognises its responsibility to treat equally each person who comes into contact with the School. All members of the School are equally valued so that they can develop a sense of self-esteem. No-one is discriminated against because of actual or imagined differences.

This policy applies to both staff and students, and it is the responsibility of all staff to promote practices which overcome prejudice in our society.

The School is committed to Diversity and Inclusion. Our statement on this can be [found here](#) on the School website.

Informal Queries

If you have any questions about this role prior to applying, please email: jobs@nottinghamhigh.co.uk and we will be pleased to assist you.



INVITATION TO INTERVIEW

Interviews

Interviews will be held during the week shortly after the closing date.

At interview all candidates must bring with them or be able to show certificates confirming any education and professional qualifications that are necessary and relevant to the post. Where originals or certified copies are not available, candidates must provide written confirmation from the relevant awarding body.

In addition, all candidates need to show their birth certificate & valid passport to confirm their identity. Originals of these documents are required, we cannot accept photocopies. If you are being interviewed online a member of the HR team will ask to see your documents on screen before your interview starts.

Background Checks

The School reserves the right to obtain formal or informal background information about an applicant to determine whether they are suitable to work at the School. This will include online searches on shortlisted candidates. The online searches the School carries out may include searches of internet search engines and websites using three means of identification related to the individual.

Online searches will only be carried out at the shortlisting stage. The School will not carry out online searches as part of its initial sift of applications. All applicants for a role at the School will be treated consistently with regard to online searches.

Online searches will be undertaken by a person who will play no other part in the recruitment process (including the shortlisting exercise) or the appointment decision. In carrying out online searches the School is looking for any publicly available information about an applicant that:

- may be relevant to their suitability to carry out the role for which they have applied;
- may be relevant to their suitability to work at the School or in an education setting;
- is of a safeguarding nature; and/or
- may have an impact on the School's reputation (whether positive or negative).

Pre-employment checks

Any offer of employment will be conditional upon:

- receipt of satisfactory references
- verification of identity and qualifications
- evidence of the right to work in the UK
- a Barred List check
- a satisfactory Enhanced DBS disclosure (original certificate must be shown to HR) and a Staff Suitability Self-declaration
- where the successful candidate has worked or been resident overseas in the previous ten years, such checks and confirmations as the School may require in accordance with statutory guidance