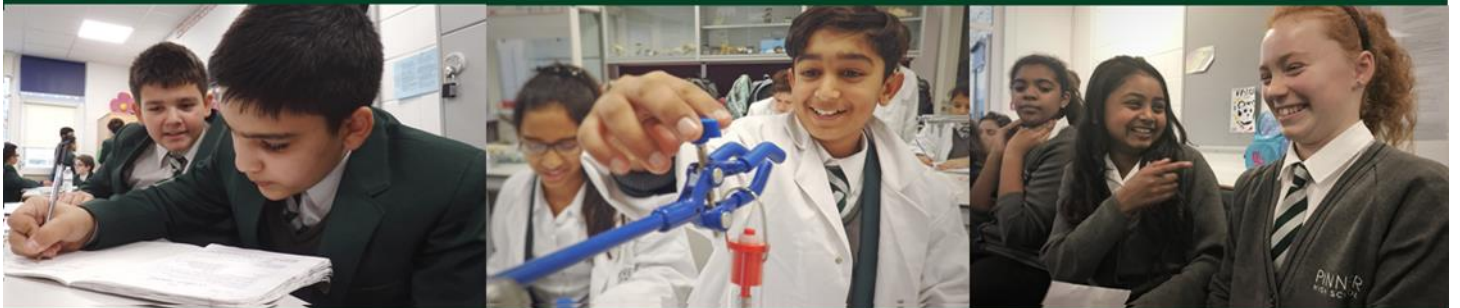


PINNER

HIGH SCHOOL



ICT TECHNICIAN

CANDIDATE INFORMATION PACK

2018/2019

Inspiring Learning

Dear Applicant,

I could not be more excited about Pinner High School, past, present and future. I have the best job in education: leading a new project with supportive local schools committed to sharing their expertise; an aspirational and involved community; a fabulous site, part way through a major refurbishment. The future is exceptionally bright.

I am now looking for more exceptional colleagues who can join me on this journey. Our opening two years were a great success, with very positive inspections from the Department for Education, the Harrow Academies Trust and independent consultants 'B11' noting that we 'have the model for an Outstanding school'. We were delighted to be featured in the Parliamentary Review 2017, showcasing best practice in education nationwide. At the end of our first year, parents, students and staff all rated us as 'Outstanding' in all categories. More important than all of that, we have happy students who are keen to learn, who have settled well into a busy and active secondary school life.

Whilst our opening has been extremely successful, new colleagues will need to lift us to new heights. As we grow from 500 to 1,162 students and complete our refurbishment programme you will ensure our students continue to make exceptional levels of progress and receive first class pastoral care, with access to the highest quality enrichment activities: everything that is involved on our school motto 'Inspiring Learning' that makes our school an excellent, inclusive one for the whole community.

Whilst setting up Pinner High School is immensely rewarding, establishing a new school is certainly challenging. Before opening I created a uniform, met with our local Councillors and Member of Parliament, selected the type of flush mechanism for the toilets, and developed expertise in drainage solutions for DT classrooms. Now open, the school feels more familiar, but a role at Pinner High School is a varied one that will expand your professional horizons. Our first group of students are our trailblazers, and new colleagues will need the same pioneering mindset.

I am well aware that no matter how strong the foundations, an organisation is only as good as its people. The Pinner High School that we build together is one where colleagues are valued for the contributions they make to the lives of the young people we serve, and are recognised for the opportunities they provide for our students. Over 600 people have applied to work at the school since it was proposed, and I have exceptionally talented and hardworking colleagues. We achieved the Investors in People Health and Wellbeing Award in our first year of opening, and new members of staff will share a commitment to a healthy work-life balance.

If Pinner High School sounds like it is right for you, complete the application form in full and submit a personal statement, of no more than two sides of A4. In your personal statement explain why you want to work with us and why you are the best person for the role. Applications must be emailed to careers@pinnerhighschool.org. Please include your name and the post you are applying for in the subject line of the email and in the file name with which you save your application.

I look forward to hearing from you.

A handwritten signature in black ink, appearing to read 'C Woolf'.

Chris Woolf
Headteacher

ICT Technician

Reports to:	Appropriate Senior Leader
Start date:	September 2019 or earlier by negotiation
Salary	H5 Point 11: £24,030 FTE per annum Pro Rata £22,036 (based on working 36 hours per week over 42 weeks)
Hours:	Full or Part Time 42 weeks per year

We encourage you to read our website carefully and familiarise yourself with our prospectus, this candidate information pack and the application form for the post.

Pinner High School opened in September 2016 with 150 Year 7 students. We will admit 180 Year 7 students each year; so having 900 Year 7 – Year 11 students in 2020/21. Its onsite sixth form, for up to 250 students, will admit its first Year 12 students in 2021/22. Pinner High will have its full complement of year groups in 2022/23. There will be 12 additional places for students with Autistic Spectrum Disorder. (So the total roll will be 1,162 if all year groups and the ASD places are full). Pinner High School is located on Beaulieu Drive, HA5 1NB. The site is adjacent to the site of Cannon Lane Primary School, which is currently expanding from 3 forms of entry to 4.

Pinner High School is part of The Harrow Academies Trust, a multi-academy trust established by the seven secular high school academies within Harrow. These high schools, together with Whitmore High School (which is a community school maintained by Harrow Council), have a strong track record of collaboration, including establishing Sixth Forms, the age-of-transfer that saw Year 7 join high school (instead of middle school), academy conversion in 2011, and establishing The Jubilee Academy (an alternative provision free school) in 2013.

The Harrow Academies Trust also includes Harrow View Primary School, which is a primary school that will be constructed as part of the major housing / regeneration project in Harrow on the site of the current Kodak site.

The following job description is not necessarily exhaustive; it will be reviewed as appropriate and may be subject to modification or amendment at any time after consultation with the post holder.

While this post is expected to be based predominantly at Pinner High School it may involve work with, and at all schools within, the Trust as the Trust develops.

INTRODUCTION

At the heart of a successful school is the provision of high quality teaching and learning, the effective use of resources, improving standards of achievement for all pupils and the promotion of pupils' personal development and well-being. All colleagues play a key part in this provision by a commitment to the school's ethos, by working effectively in support teams for the benefit of our students. In this way, s/he assists the school in reaching its targets and objectives.

JOB DESCRIPTION:

CORE PURPOSE

- To assist the Senior ICT Technician in the management of the school's ICT support services, implement procedures and provide a high standard of technical support in line with the school's ICT Service Level Agreement;
- To help maintain and develop the school's ICT resource for safe, effective use by students and staff;
- To support and advise students and staff in the appropriate use of ICT;
- To apply safe practices and maintain security on all hardware, the network, and data held and accessed, in compliance with the school's network and internet security policies;
- To keep appropriate records of hardware and software, and of support requests and actions taken.

KEY RESPONSIBILITIES

General Duties:

- To support the day to day running of the school's ICT network;
- To resolve basic problems associated with operating systems, networks, software, hardware, printers etc. around the school for staff and students;
- To investigate reported faults, support requests and to take action on these requests;
- To order ICT consumables for all departments as required;
- To update the school's asset management system with new and updated ICT hardware, software and licences, in accordance with audit requirements;
- To maintain the school iPads and audio-visual equipment as required;
- To provide or access support for all school specific software, e.g. SIMS, SIMS Parent, MINT class, Parent Pay, Resource 32000 and others as required;
- To maintain and develop the school's ICT resources for safe, effective use by students and staff;
- To risk assess workstation Display screen equipment (DSE);
- To support e-safety and safeguarding of students on ICT equipment;
- To support and advise teachers in the appropriate use of ICT.

Key Skills and Knowledge:

- Good and effective communication skills to be able to deal with non-technical teaching and support staff;
- Ability to perform routine maintenance tasks, including installing basic software packages and setting common options;
- Ability to detect, diagnose and resolve PC, peripheral and application errors;
- Ability to maintain, upgrade and repair a wide range of PCs, laptops and peripherals, and to install complete applications;
- Windows 10/2012 server:
 - General understanding of Windows 2012 server and administration of Active Directory;
 - Understanding of Group Policy management and administration in Windows 2012;
 - Basic knowledge of Windows 2012 SCCM for deployment of windows applications and managing ICT desktops and laptops windows 10 image deployment;
 - Basic knowledge of HP/Cisco/Aruba switches;

- Good knowledge of managing windows 2012 print servers;
- Detailed understanding of working of Windows 10, diagnostics and troubleshooting;
- Good understanding of the following:
 - VMWare back-up systems;
 - Mobile Device Management technology of iPads and tablets administration and installation of Apps;
 - Microsoft windows Hyper-V technology;
 - Office365;
 - Lightspeed web filtering systems;
 - Impero Software;
 - Networking technologies; TCP/IP, DHCP, DNS and WiFi

Continuity, Maintenance & Security:

- Follow school backup, virus protection, security & routine maintenance procedures;
- Assist the Senior ICT Technician in the maintenance and review of contingency plans for whole-school ICT systems and for technical support.

Strategy & Planning:

- Work with the Senior ICT Technician to identify future ICT requirements and solutions.

Other Duties and Accountabilities:

- Attendance at meetings and support training sessions where relevant;
- Undertake such ICT or other training as is necessary to operate the school systems effectively and ensure that school and Trust procedures are adhered to;
- Work co-operatively with the admin and support teams and provide assistance as necessary to all parents, students, staff, Governors and other relevant stakeholders;
- Be aware of, and comply, with policies and procedures relating to inclusion, child protection, health and safety and security, confidentiality and data protection, reporting all concerns to the Headteacher and/or relevant member of the Senior Leadership Team;
- Ensure compliance with your responsibilities as laid out in Harrow Council's Equal Opportunity Policy and take an active role in promoting equality and diversity;
- Work co-operatively and support the school's Professional Review system, supervise the work of others and arrange training as necessary;
- Promote the school's policy on behaviour and punctuality for learning, and a commitment to providing a caring & stimulating environment, & improving standards for all students within the school;
- Undertake such other duties as reasonably correspond to the general character of the post and commensurate with its level of responsibility.

NOTES

The job description is current at the date shown, but in consultation with you, may be changed by the Headteacher to meet changing regulations or circumstances. These would be commensurate with the grade and title of the post.

All postholders are expected to be aware of and comply with policies and procedures relating to health and safety and security, confidentiality and data protection, reporting all concerns to the Headteacher and/or Line Manager as appropriate; ensure compliance with your responsibilities as laid out in the Pinner High School Equal Opportunity Policy and take an active role in promoting equality and diversity; promote the school's policy on behaviour and punctuality for learning, and a commitment to providing a caring and stimulating environment and improving standards for all pupils within the school.

The postholder may be asked by the Board of Trustees, Local Governing Body or Headteacher to undertake other duties that are reasonably regarded as falling within the duties and responsibilities of the post.

All staff employed by the Trust are required to be fully aware of and understand the duties and responsibilities arising from the Children's Act and associated Government guidance in relation to child protection and safeguarding young people.

All staff employed by the Trust are required to reflect and model the ethos and values of the Trust. All staff employed by the Trust are required to respect the confidentiality of information relating to students, their families, and staff.

Pinner High School and Harrow Academies Trust are committed to safeguarding and promoting the welfare of students. Successful applicants will be required to undergo an enhanced Disclosure and Barring Service (DBS) check.

June 2019

PERSON SPECIFICATION

Education, Qualifications and Training	Essential	Desirable	How Identified
NVQ 2 in a relevant area or equivalent qualification and/or experience of working in a similar role	Yes		Application
Knowledge and experience of Capita SIMS (Schools Information Management System)		Yes	Application
Educated to degree level or equivalent ICT qualification		Yes	Application
Microsoft Certified Professional		Yes	Application
Experience	Essential	Desirable	How Identified
At least 3 years' experience of 1st or 2nd line support	Yes		Application Reference Interview
Knowledge and experience of the following – Windows 2012 Servers (incl. Active Directory and Account Mgmt.); Microsoft windows server; VMWare; Windows 10; Lightspeed; Impero; Corero/Resource 32000; Office 365	Yes		Application Interview
Experience of building workstations and supporting desktop PCs, laptops and other network peripherals	Yes		Application Interview
Knowledge of networking technologies; TCP/IP, DHCP, DNS and WiFi with key emphasis on diagnosing and troubleshooting abilities	Yes		Application Interview
Experience of both wireless and LAN setups and of working in server environments	Yes		Application Interview
Knowledge, Skills and Abilities	Essential	Desirable	How Identified
Demonstrates great communication & interpersonal skills	Yes		Interview Reference
Ability to engage constructively with, and relate to, a wide range of young people from different backgrounds	Yes		Reference Interview
Ability to work independently and, at the same time, understand the value of team work and the overall strategy of the department, for the benefit of young people	Yes		Application Interview
Ability to plan and prioritise own workload, those of others, act on own initiative and manage conflicting demands, with minimum supervision	Yes		Reference Interview

Ability to take initiative and work proactively to provide solutions to problems	Yes		Application Reference Interview
Demonstrates an ability to quickly establish positive working relationships with students, staff, parents and a wide range of people from within and outside the school	Yes		Application Reference Interview
Demonstrates an ability to handle difficult situations with sensitivity, confidentiality and discretion at all times, combined with a calm personality, a practical approach and sound judgement	Yes		Reference Interview
Ability to be a good role model to young people – demonstrate and promote positive values, attitudes and behaviour	Yes		Reference Interview
Other Requirements	Essential	Desirable	How Identified
Enthusiasm, energy and commitment	Yes		Reference Interview
High expectations of ICT systems, respect for their social, cultural, religious & ethnic background, and a commitment to raising the achievement & self-esteem of all young people	Yes		Application Interview
A commitment to safeguarding & promoting the welfare of children and young people	Yes		Application Reference Interview
A willingness to undertake additional training, keep up-to-date with developments and changes in good practice	Yes		Interview
An interest in education and working within an educational environment	Yes		Application Reference Interview
Awareness and adherence to relevant health & safety regulations and a commitment to equality of opportunity	Yes		Application Interview

June 2019