



Candidate brief for the position of: Trust IT Technician

Bullers Wood Multi Academy Trust

Application Deadline – ASAP





Dear Applicant

Thank you for expressing an interest in the post of IT Technician at Bullers Wood Multi Academy Trust. The information in this pack will, we hope, give you a good flavour of the school, as well as the application procedure and I hope having read it, you will decide to apply.

This post is available in September 2021 and offers an exciting opportunity to join an enthusiastic staff who are committed to making a real difference.

The Trust was formed in February 2018 following a successful application under the Free Schools programme to open a secondary boys' school to join the existing and very successful girls' school and offers opportunities for enhanced professional and career development for colleagues working within the Trust.

The Girls' school was last fully inspected by Ofsted in May 2011 and we were awarded Outstanding. The report is available on our website. We are very proud of our achievements and in recent years we have been congratulated by the Minister of State for Schools on our achievements at GCSE level, placing us in the top 100 non-selective state-funded schools in England. In addition, we were in the top 100 for pupils achieving the English Baccalaureate. We have also regularly been in the top 10% nationally (out of over 2,500 schools and colleges) for our A level performance assessed by ALPS.

The successful candidate will join the Trust at an exciting time as September 2018 saw the opening of a new secondary free school, Bullers Wood School for Boys.

When completing the application form, please follow the instructions below and demonstrate clearly how you meet the person specification and job description.

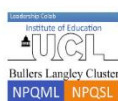
If you have any questions, please email Caroline Sharp, HR Manager at csharp@bwsgirls.org.

We very much hope to receive your application.

Yours sincerely

T Millar
Executive Headteacher

q u o d p o t e s t e n t a



Bullers Wood School: a company limited by guarantee ♦ Registered in England. Company Number: 7588418 ♦ Registered Office: St Nicolas Lane, Logs Hill, Chislehurst, Kent, BR7 5LJ



Position Summary

Position: Trust IT Technician

Reports to: Trust IT Manager, Chris Willis

Hours of

Duty: 36 hours per week with the following **indicative** start and finish times:

8.00 a.m. to 4.00 p.m. Monday to Friday

This includes unpaid breaks totalling 45 minutes per day.

Contract: 52 weeks per annum

Salary: BR6 range £22,525 - £24,705 from September 2021

Holiday: 20 days p.a. in the leave year 1 April to 31 March, plus two statutory and two concessionary days p.a. Holiday may be taken only after having obtained prior written permission from the CFOO. You may be required to be present for the A level and GCSE exam results days each summer.

Responsibility

To be accountable to the Trust IT Manager with responsibility for the provision and maintenance of computing facilities, in order to ensure the uninterrupted delivery of IT to all schools within the Trust.

Specific duties will include:

- To provide classroom support for computers, peripherals and software.
- To resolve help desk support requests in a timely manner, prioritising and escalating where appropriate.
- To support all schools in the trust, including roaming between sites as instructed by the Trust IT Manager.
- To perform routine network maintenance tasks.
- To provide advice and practical support to students and staff to ensure compliance with safe working practices.
- To be able to set up, maintain and remove user network accounts where appropriate.



- Support staff in the use of ICT equipment.
- Support the day to day running of the network in collaboration with the Trust IT Manager.
- To be able to install hardware and software in offices and classrooms.
- To be able to support SIMS MIS and liaise with relevant support.
- To maintain, install and remove software and hardware.
- To support and maintain Office 365 and Google G-Suite.
- To keep abreast of new developments in IT hardware and systems software and advise the Trust IT Manager accordingly.
- To perform routine ICT tasks.
- To be familiar with and support the schools VLE.
- To set up AV equipment for assemblies, meetings and whole school events.
- To be available to support out of hours where necessary for occasional school events.
- To undertake repairs and report other damage to the Trust IT Manager.
- To keep department and school documentation such as hardware and software registers up to date.
- To facilitate the smooth running of the network by undertaking reasonable tasks as required, including some administrative tasks.



Person Specification

| Area | Essential | Desirable |
|--|--|--|
| Qualifications & Experience | <ul style="list-style-type: none"> At least 2 years experience in an IT Support role. Good technical knowledge of modern desktop operating systems (Windows 10). General understanding of server-based networks and operating systems (Windows Server 2012). Knowledge and Experience of Active Directory and Group Policy. Good understanding and knowledge of Microsoft Office 2016 and above. General understanding of server backups. General understanding of Windows OS Deployment (WDS), Application deployment, Windows Updates and Anti-Virus management on large networks (1000+ devices). Knowledge and Experience of Office 365 and Google G-Suite. Understanding of networking fundamentals. Experience of supporting end users. Knowledge of installing and maintaining PC hardware and software. General understanding of printer deployment. Experience and knowledge of wireless networks. General understanding of Internet and e-mail management. | <ul style="list-style-type: none"> A recognised IT qualification or working towards one. Setting up and supporting servers with virtualisation software, administering virtual machines and the deployment of them. Experience of troubleshooting network faults. Show knowledge of non- windows devices and environments (including Apple). |



| | | |
|-------------------------------|--|--|
| <p>Characteristics</p> | <ul style="list-style-type: none"> • Enthusiastic and motivated IT professional. • Professional, friendly and flexible approach to working hours. • Strong personal drive and willingness to get things done. • Exceptional customer service orientation. • Ability to present ideas in a business-friendly and user-friendly language. • Proven analytical and problem-solving abilities. • Good interpersonal skills, including the ability to work as a team member but also having self- motivation when working independently. • Openness to learning and change. • Empathy with staff, students and educational values. | |
|-------------------------------|--|--|



Application Procedure

- i. Read carefully all the information about this post
- ii. If you have any questions, please do not hesitate to email *Caroline Sharp, Human Resources Manager, at csharp@bwsgirls.org*.
- iii. Complete the application form as fully as possible. If there is insufficient room on any section of the form, please provide the additional information on a separate sheet. Please note that your application form will be photocopied for the Selection Panel, therefore clarity is essential. *It is important that you do not leave any gaps in your career history – any gaps in employment should be fully explained please.*
- iv. In section 9 Letter of Application, please tell us
 - Why you are applying for this post
 - How your experience, skills, training and/or qualifications equip you for it i.e. how you meet the person specification and requirements of the job description.

Send your completed application form by email (if downloaded from our website) or through the post to:-

Caroline Sharp
Human Resources Manager
Bullers Wood Multi Academy Trust
St Nicolas Lane, Logs Hill, Chislehurst, Kent BR7 5LJ

csharp@bwsgirls.org

Please send your application by ASAP



Appointment Process

- i. Suitable applications will be shortlisted for interview as quickly as possible.
- ii. If you are successful, you will receive either a phone call and/or email inviting you to attend for interview. It is therefore important that you give us a daytime telephone number and/or an email address that you regularly access so that we can contact you to make the necessary arrangements if you are shortlisted.

If you require any assistance in attending for interview, please let us know the nature of that assistance in good time so that we may make appropriate arrangements.

- iii. Candidates called to interview will
 - be given a tour of the school
 - usually have an opportunity to meet with members of the department
 - normally be expected to conduct a short task.
 - Have an interview.

Pre-employment Checks

Bullers Wood Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people, and an appointment will be subject to satisfactory enhanced disclosure from the Disclosure and Barring Service. Please note that an enhanced check will reveal all criminal convictions on record, including those that might be considered “spent”.

The successful applicant will also be required to:

- Provide details of two referees who know you in a professional capacity. It is our usual policy to take up references BEFORE interviews where possible. Employment is conditional on these references being deemed satisfactory.
- Provide proof of all relevant qualifications.
- Provide proof of eligibility to work in the UK
- Complete a Medical Declaration and receive fitness to work.

Policy on Equal Opportunities

The Trust is an Equal Opportunities employer and appointments are based on the applicant's ability to meet the requirements of the position. The Trust is opposed to any form of discrimination against any individual or group and welcomes the fact that our Trust includes a diversity of individuals from many races and cultures. Behaviour which is discriminatory on the grounds of race, colour, culture, nationality, gender, sexual orientation, disability, religion, will not be tolerated.

