



St Catherine's School Twickenham

ICT TECHNICIAN

ST CATHERINE'S SCHOOL TWICKENHAM

St Catherine's School is a Catholic independent Girls' Day School from the ages of 3 to 18 years, which draws pupils from a wide catchment area and from a range of backgrounds. It was founded by the Sisters of Mercy in 1914. The site of St. Catherine's has been famous since the poet, Alexander Pope, came to Twickenham in 1719. He developed extensive gardens behind his riverside villa and the School is now situated in this garden. In 1992 the School became a charitable trust and was established on the present site.

The School enjoys an enviable position - next to the River Thames and yet only a short distance from the centre of Twickenham. Strawberry Hill Station is a ten minute walk from the School and Twickenham Railway Station, 15 minutes. Both have regular services to London (Waterloo) Surrey, Berkshire and Middlesex.

We strive to help every girl achieve her personal best by providing a broad and balanced education within a stimulating, secure and supportive environment which encourages learning without undue pressure. Success is achieved through personal responsibility, high expectations and a close partnership between parents and school. Emphasis is placed on self-discipline, responsibility and the importance of kindness, concern and respect for others.

The School is divided into the Preparatory Department and the Senior School. The Preparatory Department which is located on the same site accepts pupils from the age of 3. On leaving the Preparatory Department at 11, most pupils enter the Senior School. Academic standards are high and the intake is selective at all ages.

Academic Scholarships are awarded at 11+ to pupils of high academic promise who will benefit from the opportunities that St. Catherine's provides and who will contribute strongly to the life of the school. Music, Art and Sports Awards are also available. In the Senior School pupils follow courses in English, Mathematics, Science, Religious Studies, History, Geography, Drama, Music, Art and Physical Education, and all pupils in Years 7 to 9 study both French and German. Emphasis is also placed on the development of ICT skills and the school has two ICT suites that can accommodate whole classes. Most pupils study nine or ten subjects to GCSE level. The School has also recently opened a dedicated Sixth Form, with a wide range of subjects being offered at A level.

We attach great importance to a well-rounded education and extra-curricular activities play a significant role in the life of the School. Competitive events are held throughout the year and there is a healthy rivalry between the four houses (Bronte, Cavell, Nightingale and Pankhurst). The Duke of Edinburgh Award Scheme is a popular option. Sports including swimming, netball, athletics, hockey, tennis, gymnastics and rounders and our pupils achieve considerable success at county, regional and national level. Music plays an important part in the life of the school and all pupils are encouraged to participate in choirs, orchestras, ensembles and the varied programme of concerts and informal performances. Staff work hard and it is not a School for those who like a "9 to 5" existence, for all staff are expected to contribute to the wider life of the school.

We are a Catholic School in the ecumenical tradition. Approximately half of the girls are Catholic, but we welcome girls from all families who are in sympathy with the Christian values taught by the School. All girls and staff attend School services, including assemblies. Although the pastoral and academic oversight of every pupil is primarily the responsibility of her tutor all staff are involved in pastoral care of the pupils.

Facilities are very good and include an indoor swimming pool, multi-purpose hall, playing field, 2 ICT suites, netball/tennis courts, Drama Studio and a refurbished Preparatory playground. Further details may be found in the Independent Schools Year Book and on our website (www.stcatherineschool.co.uk).

JOB DESCRIPTION

ICT TECHNICIAN FULL TIME - ALL YEAR

The above post is a full-time post within the school structure and details are listed below as well as in the contract of employment:

1. The normal hours of work will be:
8 a.m. – 4.30 p.m. (term time) and 8.30am – 5pm (outside of term time), both Monday – Friday and up to three Saturdays per term for specific School occasions and occasional evenings if required.
Holidays: the full-time post has standard leave of 20 days per annum which must be taken during the School holidays. In addition, the postholder will be entitled to 8 statutory holidays per year. The School is closed between Christmas and New Year and non-statutory holidays during this period will be deducted from the 20 days. In your second year to fifth year of employment you will receive an additional one working day paid holiday per year in addition to any public holidays not regarded as normal working days. During your sixth year of employment and thereafter you will receive 25 working days paid holiday per year in addition to any public holidays not regarded as normal working days.
However, the employee shall be expected to work such hours as shall be necessary to discharge their duties efficiently and conscientiously.
2. Without prejudice to the general nature of the foregoing duties of the employee in connection with the said employment, that employment shall include the matters more specifically set out below:

Qualifications & Expectations

- Previous experience of Windows operating systems and software essential.
- Knowledge of basic PC and printer repair and troubleshooting skills essential.
- Previous experience of Windows desirable.
- Strong level of computing expertise over a broad range of relevant areas.
- Ability to trouble-shoot successfully both software and hardware.
- Potential for further skill enhancement.
- Requirement to keep up to date with ICT developments

Equally important are a willingness to learn, a sense of team spirit, excellent communication skills and the ability to interact with pupils and members of the teaching staff. A key attribute of the postholder will be the ability to prioritise the following tasks wherever possible.

JOB SPECIFICATION

Responsible to:

Tasks

1. To implement and work within all aspects of the St Catherine's School ICT Policy
2. To provide technical support to facilitate the operation and management of all areas of the curriculum network.
3. To provide hardware/software maintenance for all school administration and curriculum computers; first line maintenance.

4. To provide hardware/software maintenance for all school network communications equipment; first line maintenance. To maintain a working knowledge of the standard application and management software and hardware used in the Whole School network.
5. To provide hardware/software maintenance for all school internet equipment and liaise with the Schools Internet Caller/Service Provider to troubleshoot issues and keep the service running.
6. Liaising with external organisations to effect repairs to ICT equipment and the ordering of hardware/software in line with current school financial procedures and after authorisation from relevant budget holder.
7. To provide technical support for teachers when they are using the curriculum network. The level of support will vary depending on whether the member of staff is a specialist or non-specialist in ICT. [Technical support cannot be provided for the whole of the lesson, as well as remote support where necessary].
8. To provide technical support for pupils and staff when they are using the computer facilities both within and beyond the timetabled curriculum and to ensure that the ICT Acceptable Use Policy is adhered to at all times.
9. To oversee and ensure computer rooms are available at lunchtime and after school.
10. To familiarise yourself with and become proficient in the operation of all existing and future hardware and software; To assist with the provision of training and INSET to all staff in both formal and informal settings.
11. To have the commitment to keep abreast of new developments in ICT and be forward looking and to contribute sound advice to the Teacher of ICT in forward planning.
12. The ICT Technician will liaise with the Teacher of ICT with regard to the timing of holiday periods.
13. To be responsible for managing the ordering and fitting of consumables.
14. To be responsible for managing all aspects of AV Support, both technical and user related, throughout the Whole School
15. Carry out fault diagnosis and rectification to maintain current systems. Liase with external support arrangements to maintain systems mainly RM and Double First for MIS system.
16. To assist the students and teaching staff with school laptops and other devices which require Wifi support/settings.
17. Managing ICT resources including audiovisuals and also maintaining the ICT budgets by assisting and identifying the costing of future requirements for the school, and ensuring that overspending does not occur.
18. Configuring and troubleshooting Windows 2003 domain server, Windows 2008 server and MS Exchange Server 2007, and also performing daily backups of File Servers and check back up integrity routinely.
19. To undertake any other work as directed by the Headmistress, Bursar or Director of Studies
20. You will be required to attend meetings determined by the Director of Studies and/or Bursar.

The school reserves the right to make changes to the above job specification at any time following consultation with the ICT Technician.

Person Specification

Education, Qualifications and Training

- Qualifications to A level/GNVQ minimum – Degree preferred, alternatively Microsoft Certified Professional
- Grade C or above in English and Maths GCSE
- ICT qualifications

Experience

- LAN Network technologies Switches and Routers, MS Active Directory Services
- Familiarity with Microsoft Office 2010 Packages
- Familiarity with a range of computer platforms/software and Operating Systems
- Experience of using Win XP/Windows 7, Windows Server 2003, Windows server 2008 and MS Exchange Server 2007
- Experience of installing PC's MS Windows software applications and PC Hardware
- Experience of managing file servers and LAN network infrastructure
- Experience of maintaining ICT systems (desirable) Hardware and Software maintenance
- Experience of producing written guidelines for using software (desirable)
- Knowledge of Research Machines (RM) Console Management (desirable)

Skills and Personal Characteristics

- Good organisational skills
- Ability to work independently
- Ability to work on own initiative
- Ability to prioritise tasks
- Ability to manage ICT projects (upgrades / network expansion)
- Flexible and versatile
- Well presented
- Confident
- Ability to explain procedures to people of all ages and skill levels
- Ability to form good relationships with colleagues
- Sense of humour (desirable)
- Understanding of Health and Safety issues related to ICT
- Ability to investigate new software and subsequently instruct others in its use
- Understanding of issues relating to welfare of pupils
- Ability to form good and appropriate relationships with pupils
- Ability to develop their own skills through online help and other technical material

Practical Requirements

Good health record

The salary for the above post will be circa £24,000 depending upon qualifications and experience. There will be a probationary period of one year.

Application

If you feel you have the energy, enthusiasm and commitment necessary for such a post, then we would be delighted to receive an application from you.

Please complete the enclosed application form and send it together with a covering letter to: The Headmistress, St Catherine's School, Cross Deep, Twickenham, Middlesex TW1 4QJ.

Please note that only applications on the School's application form will be considered. You may enclose a separate CV, if you wish, but applications will only be considered if a completed application form is forwarded. The closing date for applications is Friday 19th July and interviews will be held shortly afterwards.

Thank you for the interest you have shown in our school. We look forward to receiving your application.

Sr Paula Thomas
Headmistress

July 2013