

GEORGE ABBOT SCHOOL



Appointment of a Deskside Engineer and a Senior Deskside Engineer

Key Selection Data

Position advertised	Friday 10 June 2016
Closing date for applications	Monday 27 June 2016 at 9:00 am
Interview Date	W/C Monday 4 July 2016

Applications

Please apply using the George Abbot School application form and by covering letter, which should be no longer than one side of A4.

Applications should be submitted to Lauren Hughes, Senior Administrator, George Abbot School, Woodruff Avenue, Burpham, Surrey GU1 1XX or by email at lhughes@georgeabbot.surrey.sch.uk.

If you apply and do not hear from the School within four weeks of the closing date you must assume that your application has been unsuccessful.

About the roles

Background

The School has an extensive ICT Network for the 2165 pupil and staff users. There are several dedicated ICT teaching rooms, two large interactive Information Centres and also 300 Apple Macs on site (with support provided by an external company). In excess of £150,000 is devoted each year to the maintenance and development of ICT in the School.

Job Purpose

We are looking for enthusiastic, self-motivated and suitably experienced IT Technicians to support the school's IT systems. You will be joining a new dynamic team comprised of a full time Network Manager, a full time Senior Deskside Engineer and a term time only Deskside Engineer. These are hands on positions and all the Team members will work alongside each other on projects to ensure the smooth operation of the day-to-day running of the School's network.

Over time there is also the possibility to provide IT support to our partner schools across GEP. It is therefore advantageous to have a full, clean UK Driving Licence to enable you to travel the short distance to these schools. Please state this in your application form.

Please refer to the job profiles which provide further information about the roles. Tours of the school are welcomed; please contact Lauren Hughes (details below) if you wish to visit us.

Contracted Hours

Deskside Engineer/Helpdesk Co-ordinator

The post holder will be employed for 36 hours over 40 weeks of the year (i.e. the 39-week academic year + 1 week), including INSET days. The additional week outside of term time, the '40th week', is to be worked in August towards the end of the summer holidays. Once five full calendar years of continuous service have been completed the post holder will work the equivalent of one week less (i.e. only the 39-week academic year).

The proposed hours are likely to be 8:15am – 4:15pm Monday to Friday, including a 40 minute unpaid lunch and an early finish on one day. If these hours are not suitable applicants should note this in their written application.

Senior Deskside Engineer

The post holder will be employed for 36 hours over 52 weeks of the year. The annual leave entitlement is 24 days (plus Bank Holidays), increasing to 28 days after 5 years of service. One week of your annual leave entitlement can be taken in term time (subject to approval from the ICT Manager and Senior Administrator), however, the remaining leave must be taken in school holidays periods. The school closes down over Christmas and New Year, therefore the required number of days should be saved for this period each year.

The proposed hours are likely to be 9:00am – 5:00pm Monday to Friday, including a 40 minute unpaid lunch and an early finish on one day. If these hours are not suitable applicants should note this in their written application.

Pay Scale

Deskside Engineer/Helpdesk Co-ordinator

The salary range is based on Surrey Pay 5 (SP5). Therefore, for a 36 hour, 40 week term time only contract, the actual salary range will be £15,937 – £18,588 (£18,228 – £21,261 FTE). Progression through this scale will be subject to performance review and the adopted Surrey Pay Terms & Conditions. The point at which the successful applicant will join the pay scale will reflect relevant experience and qualifications.

Senior Deskside Engineer

The salary range is based on Surrey Pay 6 (SP6). Therefore for a 36 hour, 52 week contract the salary range will be £20,424 - £23,435 Progression through this scale will be subject to performance review and the adopted Surrey Pay Terms & Conditions. The point at which the successful applicant will join the pay scale will reflect relevant experience and qualifications.

Contractual Information

- New employees to GEP Academies will be subject to a 6 month probationary period
- The notice period for this post is:
 - o 1 month (excluding holiday periods) for the Deskside Engineer
 - o 2 months (excluding holiday periods) for the Senior Deskside Engineer
- Continuous service from other GEP Academies will be honoured.

Additional Benefits for working at George Abbot School

- Access to the Surrey Flex Benefits Scheme, providing discounts on a range of services
- Level 1 Cover – Bupa Wellbeing and Health Expenses cover (after 6 months of service)
- Discounted rates at a number of shops
- Opportunity to join the Local Government Pension Scheme
- Opportunity to join the Staff Association and in-house fitness sessions
- Admission Arrangements - priority is given to the 'children of staff' who have been employed by the School for more than two years prior to considering applications from 'nearest school'.

Further Information

Job profiles providing an overview of the roles and person specifications outlining the skills and experience required can be found below. Alternatively please contact Lauren Hughes on 01483 888000 for further information.

George Abbot School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. This role requires an enhanced level Disclosure and Barring Service (DBS) check.

George Abbot School has a no smoking policy for all staff and visitors.

Job Profile – Deskside Engineer/Helpdesk Co-ordinator

Post Details

Post Title: Deskside Engineer/Helpdesk Co-ordinator

Hours: 36 hours per week, 40 weeks per year

(Breakdown of weekly hours by agreement with the ICT Network Manager and Senior Administrator. The additional week outside of term time, '40th week', is to be worked towards the end of the summer holidays)

Job Purpose

To provide effective and efficient administrative and low level technical support to meet the current and future curriculum and administrative ICT needs, ensuring that best value is achieved.

Organisational Relationship

Directly responsible to the ICT Network Manager for functional issues and the Senior Administrator for contractual and personnel issues. Also responsible to the Senior Deskside Engineer for certain key tasks. Directly responsible for no other members of staff.

Main Duties

The principal accountabilities of the role are set out below but they are not intended to reflect and exhaustive list of duties.

Helpdesk

1. To coordinate ICT Helpdesk queries, ensuring these are promptly assigned to the appropriate team member and gathering further information, where required, to enable you to do so.
2. To support members of the team in recording resolutions on the Helpdesk and assisting with routine technical issues where required.
3. To be responsible for technical queries, e.g. printer errors/cartridge replacement, remote assistance for non-subject specific software (e.g. Excel, Word, File management, etc.) and basic hardware/software problems.
4. To maintain a working knowledge of commonly used software packages in order to assist staff and students.

Network/Telephone Administration

1. To maintain an inventory of hardware / software (e.g. laptops, software and licenses) producing regular data for the Network Manager and audit (including PCs for replacement, equipment by location, SIMS PCs, etc.) and order new/replacement stock as required when directed by the Network Manager.
2. To monitor and report on chargeable consumables, submitting data to budget holders.
3. Maintenance of photocopiers where necessary liaising with suppliers regarding supplies and repairs. Maintain print management software.
4. To maintain the day-to-day operation of the telephone system, resolving problems (or referring to Switch Communications), collating requests for improvement and repairs, maintaining appropriate records of individual phone specifications and extensions for reporting purposes and assisting users with personalised settings.
5. To add and delete staff and student users on the ICT Network, ensuring student /staff files and images are uploaded into SIMS and the correct access rights are granted.
6. To produce and distribute staff and student ID badges and facilitate set up of the biometric system.
7. To oversee file management and restore files that that been misplaced.
8. To monitor appropriate student use of the ICT Network including printers, restricting access where necessary and to maintain a record of students with restricted access.
9. To upload presentations on the School's Electronic Information Boards following requests from staff members.

Technical

1. With appropriate guidance ICT Network Manager or Senior Deskside Engineer, install PCs and printers, patch and test Network connections for PCs and bring down and restore servers, when required.
2. To undertake routine network and hardware maintenance under the direction of the Senior Deskside Engineer or ICT Network Manager, time permitting.

Communication

1. To proactively create and distribute Network/team communications to ensure staff and students are informed of any network downtime, relevant changes/updates or user requirements on a regular basis.
2. To maintain an awareness of the roles and responsibilities within the Team in order to provide stability to the George Abbot School Network.
3. Maintain and update the staff Hub as required.
4. To develop working relationships with counterparts across GEP Academies enabling you to provide IT support to these schools, if required.

Person Specification – Deskside Engineer/Helpdesk Co-ordinator

	Essential	Highly Desirable
Qualifications/ Experience	▪ Good standard of education – including GCSE in English and Maths. ▪ Working knowledge of Microsoft Office programmes and O365.	▪ A level or above qualification in the IT sector. ▪ Experience of supporting in an IT role ▪ Experience of working in a learning environment. ▪ Experience of printer and photocopier maintenance. ▪ Familiarity with Telephone and CCTV systems.
Professional Qualities	▪ Ability to manage competing priorities and meet deadlines in a calm and efficient manner. ▪ Ability to formulate ideas and solutions (drawing upon good practice from elsewhere), presenting them to the Team. ▪ Exceptional verbal and written communication skills. ▪ Ability to work effectively as part of a team complimenting the work of existing colleagues. ▪ A professional approach supported with a due regard for discretion and the need for confidentiality. ▪ Ability to respond flexibly and adapt to changing and challenging circumstances. ▪ Able to evaluate personal developmental needs and seek learning opportunities to address them.	▪ Experience of quality assurance.
Personal Qualities	▪ Vision and personal drive. ▪ Dedication and commitment. ▪ Attention to detail and accuracy. ▪ Personal presence, confidence, patience, sensitivity and maturity of approach.	▪ Hold a full, clean UK Driving license and be willing to travel to other GEP Academies.

Training can be provided on specialist areas of the role.

Job Profile – Senior Deskside Engineer

Post Details

Post Title: Senior Deskside Engineer
Hours: 36 hours per week, 52 weeks per year
(breakdown of weekly hours by agreement with the Senior Administrator and ICT Network Manager)

Job Purpose

To support the delivery of an innovative curriculum through effective ICT support and development.
To ensure that the ICT infrastructure of George Abbot school is able to support the administrative services for it to remain effective, efficient and best value.
To be able to provide cover for identified tasks and critical functions in the absence of the ICT Network Manager including training and support for the Deskside Engineer.

Organisational Relationship

Directly responsible to the ICT Network Manager for functional issues and the Senior Administrator for contractual and personnel issues. Directly responsible for no other members of staff, however will act in a supervisory capacity in the absence of the ICT Network Manager.

Main Duties

Helpdesk

1. Technical maintenance of the helpdesk including backing up the database upgrading and migrating where necessary.
2. To respond to assigned ICT Helpdesk queries, using remote solutions where practical and escalating high level technical queries to the Network Manager.
3. To provide remote assistance to ICT users using non-subject specific software (e.g. Excel, Word, File management, etc.)

Network Administration

1. To maintain an inventory and site plan of hardware, software and licenses, producing data for audit and stock levels to the Network Manager as required.
2. To monitor appropriate student use of the ICT Network including printers (using PCounter), restricting access and maintaining records of this.
3. To undertake, with appropriate guidance from the ICT Network Manager, patch and test network connections for PC's and phones.
4. To maintain Server Backup and restore data, including Apple server and Microsoft Hyper V.
5. To have an oversight for GPO, Servers, Workstations and Network Switches including installation and maintenance.
6. To work with the Deskside Engineer and staff to create and update 'help files' and procedures to assist staff with using ICT equipment.
7. To support the Deskside Engineer with the ordering of appropriate stock of ICT consumables and assisting with the organisation of repairs to ICT equipment.
8. To add and delete staff and student users on the ICT Network, ensuring student/staff files and images are uploaded into SIMS and the correct access rights are granted.

Technical

To undertake, with appropriate guidance from the ICT Network Manager, the following technical tasks (this list is not exhaustive):

1. To install PCs and printers across the school site and perform upgrades as required.
2. To investigate and, where possible, repair all hardware faults.
3. To be responsible for specialist software installation and server maintenance.
4. To plan and set up audio visual solutions for both internal and external use.
5. To maintain the Mac Suites, liaising with Faculties where necessary.
6. To maintain the photocopiers liaising with suppliers regarding supplies/repairs. Maintain print management software.
7. To Install and configure CCTV client on workstations when requested and monitor and maintain the CCTV server.
8. To have an understanding of the central purchasing service for ICT, communications and all audio-visual equipment in order to provide support to the Deputy Headteacher in the absence of the Network Manager.
9. To maintain a working knowledge of commonly used software packages in order to assist staff and students.

Management and Development

1. To maintain an awareness of ICT Network Manager's role, undertaking training where necessary in order to provide cover for identified tasks and critical functions in their absence, providing stability to the George Abbot School Network.
2. To act in a supervisory capacity in the absence of the ICT Network Manager, being the first point of contact for IT/network queries which should be referred to them on their return.

3. To manage, direct and mentor the Deskside Engineer to ensure delivery of a professional IT service to the school with minimal downtime of computers and the IT infrastructure.

Communication

5. To proactively create and distribute network/team communications to ensure staff and students are informed of any network downtime, relevant changes/updates or user requirements on a regular basis.
6. To maintain an awareness of the roles and responsibilities within the Team in order to provide stability to the George Abbot School network.
7. Maintain and update the staff Hub as required.
8. To develop working relationships with counterparts across GEP Academies enabling you to provide IT support to these schools, if required.

Person Specification – Senior Deskside Engineer

	Essential	Highly Desirable
Qualifications/ Experience	▪ Good standard of education – including GCSE in English and Maths. ▪ Experience of supporting in an IT role. ▪ Understanding of the main hardware and software components of a PC as well as networks and servers. ▪ Experience of Microsoft Windows 7 and Windows 2012 Server.	▪ A level or above qualification in the IT sector. ▪ Experience of working in a learning environment. ▪ Experience in the use of Active Directory user and computer management and group policy. ▪ Experience with Microsoft HyperV. ▪ Experience of printer and photocopier maintenance. ▪ Familiarity with Capita SIMS ▪ Familiarity with Telephone and CCTV systems. ▪ Familiarity with Microsoft Deployment Toolkit.
Professional Qualities	▪ Ability to manage competing priorities and meet deadlines in a calm and efficient manner. ▪ Ability to formulate ideas and solutions (drawing upon good practice from elsewhere), presenting them to the Team. ▪ Exceptional verbal and written communication skills. ▪ Ability to work effectively as part of a team complimenting the work of existing colleagues. ▪ A professional approach supported with a due regard for discretion and the need for confidentiality. ▪ Ability to respond flexibly and adapt to changing and challenging circumstances. ▪ Able to evaluate personal developmental needs and seek learning opportunities to address them.	▪ Experience of quality assurance.
Personal Qualities	▪ Vision and personal drive. ▪ Dedication and commitment. ▪ Attention to detail and accuracy. ▪ Personal presence, confidence, patience, sensitivity and maturity of approach.	▪ Hold a full, clean UK Driving license and be willing to travel to other GEP Academies.

Training can be provided on specialist areas of the role.

General Information about George Abbot School

Background

George Abbot was born in Guildford in 1562 and educated at the Royal Grammar School and Balliol College, Oxford. By 1600 he had become Vice-Chancellor of the University and Dean of Winchester. He became Archbishop of Canterbury in 1611. He retained deep affection for his home town and in 1619 laid the foundation stone of the Hospital of the Blessed Trinity or, as it is often called, Abbot's Hospital. He died in 1633 in Croydon and was buried at Holy Trinity Church in Guildford where his brother Sir Maurice Abbot erected an elaborate monument to his memory. He left further legacies to his hospital and £100 for the poor people of Guildford. Now, more than 400 years after his death, he is commemorated by the School which bears his name. The School holds a commemorative service in Holy Trinity Church on, or as close as possible to the anniversary of his birth date of 29 October.

Initially there were two single sex Schools on site. Reorganisation to form a single 12-18 comprehensive School took place in 1976 and to an 11-18 School at the time of the age of transfer in Surrey in 1993. Thus, although the School is relatively young in its present form it is rooted in a tradition that leads back over 400 years.

Aims

The educational aims of George Abbot School are based on the fundamental principle that the education of each student is of equal value. The overall aim of the School is to promote excellence and the realisation of each student's potential, irrespective of gender, race or cultural background.

The Site

The original boys' School, opened in 1958, was located in what is now termed the Raynham building, named after the first Headmaster. In 1961 the girls' School opened with Miss Elmslie as the Headmistress. In addition to the Elmslie and Raynham buildings there is a Sixth Form Centre located between the two and a block housing Textiles, the staff room and the unit for students with a visual impairment. A superb sports facility with shared use between the School and Surrey County Cricket Club was opened in 1996 and a single storey teaching block named the Wilson Building was opened in September 1998. September 2013 saw the opening of the new All Weather Pitch. This is a superb floodlit all weather training pitch, funded by the PTA and Sport England, which provides a fantastic facility for students and is used for a range of sporting activities. Additionally the site contains its own extensive grounds and playing fields.

School Intake

George Abbot School has over 1950 students, including a Sixth Form with over 450 students, and it is one of Surrey's premier Schools. The School is consistently oversubscribed and has a high number of extremely able students and a very small number of students with special educational needs.

Staffing

There are presently over 135 full-time and part-time Teaching Staff and over 90 Support Staff. The Senior Leadership Team consists of the Headteacher, two Deputy Headteachers, four Assistant Headteachers and the Business Manager. The School has received accreditation from 'Investors in People'.

Curriculum

George Abbot School, as a truly comprehensive School, puts great emphasis on the education of each student being equally valued. An extensive guidance and PSE programme supports an entitlement curriculum, which meets the requirement of the National Curriculum. The School is affiliated to the Specialist Colleges Trust and has celebrated the success of gaining Specialist School Status for the Visual Arts and Modern Foreign Languages. In addition, George Abbot School has gained both Leading Edge and International School status.

ICT

The School has recently upgraded both its ICT Network and telephone systems for the 2000+ pupil and staff users. There are several dedicated ICT teaching rooms and two large interactive Information Centres. In excess of 150,000 is devoted each year to the maintenance and development of ICT in the School.

Information Centres

The two Information Centres aim to meet the challenges of the 21st century with computer areas and a library system, which includes a collection of over 15,000 titles. Many students prefer to use the Internet for their research and the Centre staff often assist students in their search for information.

Pastoral Care

Both Key Stage Three and Key Stage Four have a dedicated Key Stage Manager. They are supported in their roles by two Assistant Key Stage Managers, five Pastoral Heads of Year, a Tutorial Team and a Pastoral Administrator. The Year 7 Team induct students into the School each year. From Year 8 onwards, the Pastoral Heads of Year move up through the School with their Year Group until the end of Year 11. Years 12 and 13 have a separate tutorial system. The Form Group is the key unit for care and guidance and for the monitoring of student progress. Members of SLT are dedicated Year Links to support the Pastoral Team.

Learning Support

George Abbot School is committed to creating a fully inclusive environment where all pupils are valued equally. The Learning Support Team works in liaison with classroom teachers to ensure the needs of pupils are met and to assist them achieve their full potential.

Unit for students with a visual impairment

The Unit supports students for whom integration into the mainstream is appropriate. There are specialist facilities for up to 15 students with a range of visual impairments, including brailists. The particular needs of the students are recognised and addressed by a team of Teachers and special needs Teaching Assistants. Staff work alongside the students providing adapted materials and resources to enable them to fulfil their individual potential.

Teaching School

George Abbot School was successful in being designated as one of the first Teaching Schools in 2011. This builds on our previous status as a Training School since 2001. In addition, the School was one of the first school based Accredited Providers for the awarding of qualified teacher status in 2005. We have a longstanding reputation for being what is now called a 'system leadership' school, constantly developing innovative approaches to improving schools and the experiences of pupils. As a Teaching School we work with other organisations to support the professional development of colleagues at all career stages.

GEP

GEP Academies was approved as an Academy Sponsor by the School's Commissioner in 2013. The GEP was formed from a partnership between Boxgrove Primary School and George Abbot Secondary School in September 2013. The desire to improve educational outcomes for local children is routed in the GEP vision for close cross-phase collaboration. The GEP believes that the creation of supportive cross-phase learning communities of staff, parents and pupils are crucial for outstanding local education. For GEP schools to be successful it is putting pupils' progress and the retention and growth of teachers and support staff at the heart of its vision. To that end, GEP's vision for school improvement is built upon the highly successful Teaching School Alliance based around George Abbot School. All of the research projects undertaken for the NCTL have been deliberately cross-phase and brought benefit to primary and secondary schools alike. The Trust currently comprises of three secondary schools (George Abbot School; Kings College, Guildford and Fullbrook School in New Haw) and two primary schools (Boxgrove Primary School and Sandfield Primary School). It is expected that further primary schools will join in during the academic year.

Community

George Abbot School chooses to play an active part in the local community. It is a centre for the SWS Music Centre throughout the week as well as accommodating a number of private lettings. Previous awards for Specialist School Status for the Visual Arts and Modern Foreign Languages brings added community use of the site with both Summer and Easter Schools and exhibitions.