

REDLAND GREEN SCHOOL BRISTOL

IT Technician (Full Time, All year Round, Temporary until March 2020)

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To start: June 2019

Closing date: Tuesday, 7 May 2019

Interviews: Wednesday, 15 May 2019



April 2019

Dear Applicant

Thank you for your interest in this support staff post at Redland Green School.

Redland Green School is part of the Gatehouse Green Learning Trust and is a high performing comprehensive school serving the local area of Redland in north Bristol. We are an 11-19 school with around 460 students in our Post-16 learning community, which we run with Cotham School. We offer outstanding opportunities for staff and students to progress and contribute to the school's continuing development. Our CPPD programme supports staff development of teaching and learning and leadership, appropriate for all levels. We are proud of the number of staff promoted into leadership posts at our own and other schools.

We recognise that students benefit from learning in a variety of ways and need to develop the confidence and self-esteem to put their learning into practice. Our house system and vertical mentor groups provide individual care and guidance, while our excellent extra-curricular provision offers sporting and musical opportunities and international trips. As an inclusive school we have a high number of students with statements of special educational needs and enjoy an effective co-located partnership with Claremont School to the benefit of students from both schools.

We are committed to building a professional learning community where every member of staff sees themselves as a learner and contributes to the continued development of the school. We are looking for highly motivated staff members who have creative energy to make the most of the opportunities available, as well as the resilience to cope with the challenges of working in teams and creating the very best climate for learning.

I hope that you will enjoy reading the pack, looking at our school website and will feel inspired to apply.

Yours faithfully

Louise Blundell
Headteacher

JOB TITLE	ICT Technician
BRISTOL GRADE	8
MANAGED BY	IT Manager & Deputy IT Manager
RESPONSIBLE FOR	N/A

Your contract of employment is directly with Gatehouse Green Learning Trust ("the Trust"). Your main place of work will be Redland Green School but you may be deployed to work at any school within the Trust and carry out those duties that may be reasonably required in relation to such deployment.

Purpose of the Job

- Gatehouse Green Learning Trust consists of 2 Secondary and 3 Primary Schools. Classrooms are equipped with a range of technology including networked computers running a wide range of educational software, coupled with projectors, visualisers and interactive whiteboards. Offices are equipped with modern computers, phones and networked printers.
- The ICT technicians role will be to provide technical, creative assistance to staff and students in their use of ICT and AV services. To support improvement of learning, teaching, and administration in all areas, ensuring that robust technical systems are installed and maintained. This encompasses managing the network infrastructure, commissioning and decommissioning of equipment, installation and removal of software.
- The Post holder will also be expected to visit Primary Schools within the Trust and Schools who sign up to an ICT Support Contract on a schedule agreed with the Trust IT Manager and Deputy IT Manager.

Main Duties & Responsibilities

Duties will include:

- Assisting pupils and staff across the Trust to use all the School ICT facilities productively.
- Supporting subject teachers to deliver material in the schools ICT Suites.
- Maintaining networked PCs and standalone PCs located in and owned by the Trust. Supporting mobile devices within the Trust networks.
- Adding, amending and deleting user details required by the system to work on the Trust Networks
- Operational management of any Servers located in their span of responsibility.
- Monitoring the network infrastructure and reporting problems to the IT Manager or Deputy IT Manager.
- Adding, amending and deleting Email details required by the Email system to work.
- Management of technical aspects of web based services e.g. google apps and their integration with network systems

- Supporting school events, including a number of enrichment productions. (this will involve working a number of evenings spread out across the year)
- Supporting staff and students in music, drama and media/film with their use of Apple MACs and curriculum relevant software and peripheral equipment.
- Supporting staff and students with their use of ICT and AV equipment, throughout the school for assemblies and other public events and in music, drama and media/film.
- Liaison with the schools' IT Managers on the resolution of hardware, software and network Issues.
- Carrying out routine maintenance tasks on the school's ICT equipment to include computers and other peripherals.
- Supporting the installation of new equipment.
- Updating and maintaining the Asset Register
- Undertaking faultfinding to resolve hardware and software problems.
- To adopt a flexible approach to working hours enabling out of hours support to community and other external events.
- Direct support of staff and students in the classroom and other learning spaces when using ICT, both as part of the formal curriculum and at other times. From time to time this will involve supporting students outside of normal lessons without a teacher being present.
- Informal and formal training of staff, including the preparation of training documentation.

General Accountabilities

- A. So far as reasonably practicable, the postholder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the postholder is responsible, to maintain a safe working environment for employees and service users.
- B. Work in compliance with the Codes of Conduct, Regulations and policies of the GGLT, and its commitment to equal opportunities
- C. Ensure that output and quality of work is of a high standard and complies with current legislation / standards

JOB TITLE : IT Technician

GRADE 8

POST NO

ESSENTIAL (Must have)	DESIRABLE (Should have)	ADVANTAGEOUS (Could have)
Knowledge & Experience A*-C in GCSE English & Maths. Experience providing technical support in a complex multi user environment Good knowledge of - Troubleshooting networked computer systems, both wired and wireless -Microsoft/Apple desktop administration Awareness of server essentials including: Active Directory, Group Policy, DNS, DHCP Highly skilled in all mainstream applications and has a capacity and desire to learn how to use new IT systems The ability to install, test and maintain hardware and software for networks and stand-alone use Full UK Driving License Abilities & Aptitudes Good interpersonal skills Flexible mindset Ability to work independently and as a team player Ability to quickly learn new technical content. The ability to communicate, orally and in writing, clearly and effectively and to	Knowledge & Experience NVQ/HND in computing/ICT discipline Degree in technical subject Professional IT certs, i.e MCP, CompTia Experience providing IT support in a school or other educational establishment. AV Systems (PA Setup & maintenance, analog and digital Mixing desks) An awareness of lighting desks and connections Google Apps Suite administration Experience working with Server 2008 / 2012 / 2016 Experience with Windows 10 Upgrade Troubleshooting TCP/IP Networking, both wired and wireless Hardware and Software support for printers Experience with virtualization technology such as VMWare, HyperV Administrative knowledge of SIMS	Knowledge & Experience Exposure to Mac OSX and Administrating OSX Server

understand the view of others Ability to work with limited supervision and use initiative to Able to work in a team environment. Can communicate necessary technical information to non technical staff.	Automation of processes via scripting Experience with Google Apps	
SPECIAL CONDITIONS The post holder will be required to pass relevant safeguarding checks including DBS checks and Barred. Where the job involves working within early years services at any time it will be offered/the employee is required to confirm that they are a not disqualified from working within early years services by association.		

Manager *Date*

REDLAND GREEN SCHOOL BRISTOL

A 11-19 comprehensive. NOR 1476 (11-16 1080; Post 16 396)

ICT Technician – Full time, All Year Round, Temporary (fixed term until March 2020).

Gatehouse Green Learning Trust is a newly formed Multi Academy Trust currently comprising of 5 schools. We are looking for an ICT Technician.

You will be part of a team running our in house ICT Systems supporting students and staff on a daily basis as well as supporting our trust partner schools. Based at Redland Green School our ICT Team currently looks after over 700 computers including PC's, Macs, and laptops/tablets. You will also be required to assist in supporting ICT in our partner primary schools.

The role is currently based at Redland Green School however in future could be based at a different school within the Trust or a separate location in close proximity to the Trust's schools. Some travel between the Trust's sites will be required.

The post is full time at 37 hours per week, all year round, fixed term to 31st March 2020.

If this sounds like a school and opportunity that interests you, please visit our website <http://www.gglt.co.uk> for support staff application form to be received no later than midnight on **Tuesday, 7 May 2019**. Applications by post or email to recruitment@redlandgreen.bristol.sch.uk. Interviews will be held shortly afterwards.

Closing date: Tuesday, 7 May 2019 at midnight

Salary: Bristol Grade 8, £10.92 - £11.97 depending on experience

Redland Green School is an equal opportunities employer in line with the 2010 Equalities Act. We welcome applicants regardless of any human difference. Our facilities are fully accessible.

Redland Green School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undergo an enhanced DBS check.

Headteacher: Louise Blundell



**BRISTOL
A LEARNING CITY**

