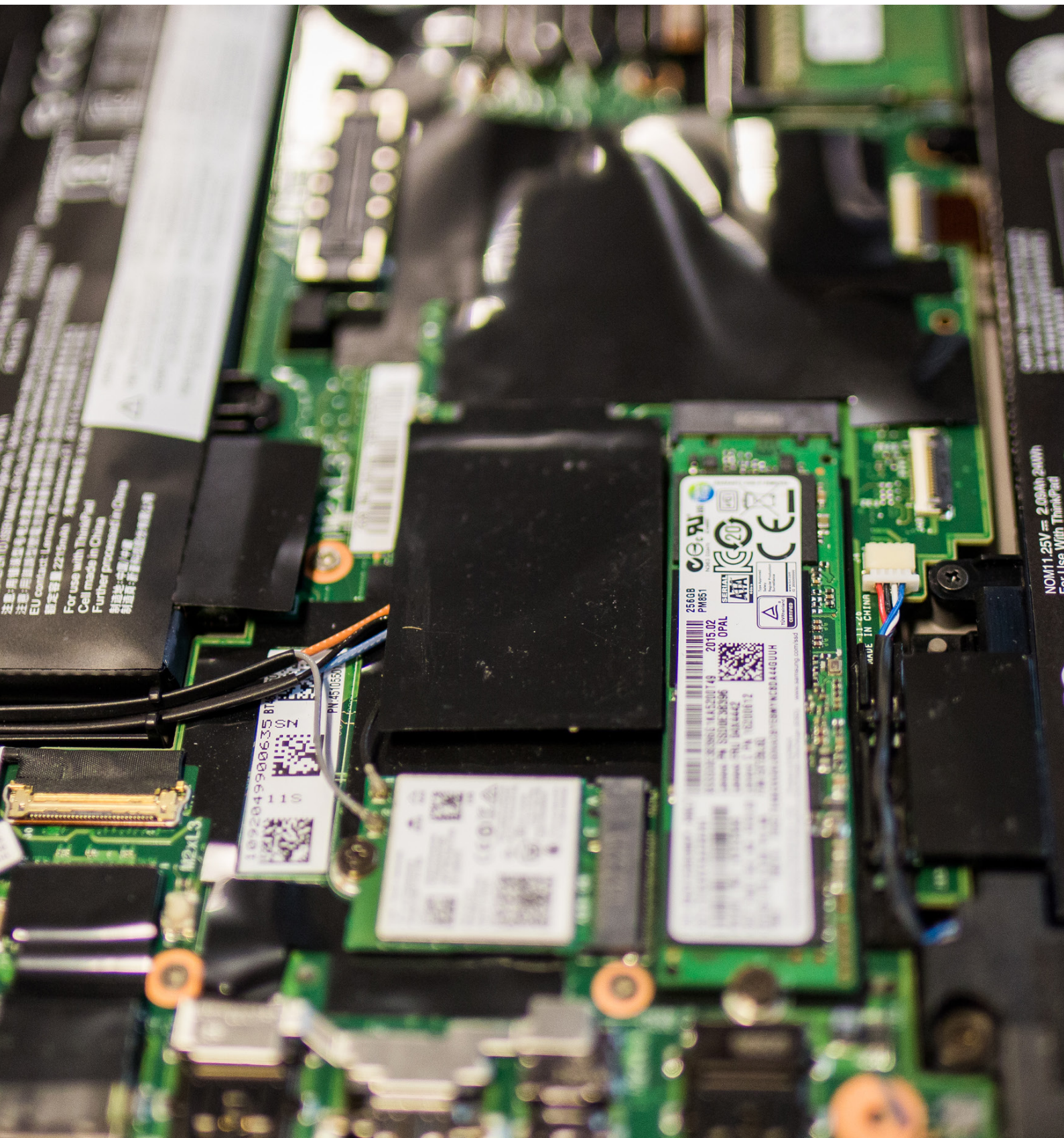




St Wilfrid's
Church of England Academy

ICT Technical Support



CANDIDATE INFORMATION



Dear Applicant,

Thank you for expressing an interest in the ICT Technical Support post. ICT functionality is a key aspect in the success of the Academy and this role will play an important part in this, as we seek to ensure our ICT is maintained, managed and developed effectively. This pack is intended to provide you with specific information regarding the position.

The successful candidate will be part of a skilled team providing an efficient and effective service which also recognise that problem solving linked to whole-school ICT is part of its core. You will, if appointed, be one of the first lines of support for Academy staff, as well as students. The candidate will be working closely with the ICT Manager to maintain the smooth day-to-day running of the computer system and associated hardware, software and peripherals for network and standalone machines, servers, laptops and 1:1 devices.

Previous experience working in a school environment is desirable but not essential. Part of the role will require you to prioritise and delegate tasks under the guidance of the ICT Manager, so that an efficient service is provided. You will therefore need to be organised and be able to work in a methodical manner whilst adapting and showing initiative. A 'can-do' attitude is essential, along with a passion for ICT and technology in addition to excellent communication and good interpersonal skills.

The contract will be for 37hrs per week. Despite being based in a school, this position is offered on a full time, full year basis; during school closure periods you will be expected to maintain and develop the school systems and keep software and hardware up to date, deal with contractors, asset recording and will sometimes involve working alone.

If you were to be successful in your application, you would be joining a forward thinking Academy which strives for excellence. We benefit from purpose-built accommodation with excellent facilities. All-in-all, it is a wonderful place to work and learn. Visitors to St Wilfrid's comment on the calm and purposeful environment, the friendly nature of our students and the welcome extended by our staff.

We believe that it is our job to make tomorrow better than today for both students and staff, and if you wish to support us with this, I warmly encourage you to apply for this post. A recruitment and retention payment is available for a suitably qualified and experienced applicant. Please submit the Support Staff application form, which can be downloaded from the Academy website along with a letter of application of not more than two A4 sides, detailing how your experience to date qualifies you for the post.

If you require any further information, please contact C Holt, PA to the Principal, via cholt@saintwilfrids.com. The closing date for applications is 12:00pm on Monday 23rd September 2019.

I look forward to receiving your application.

Yours faithfully,

Miss C Huddleston
Principal

Lord direct us to *live* life to the full

“ The Christian ethos at the Academy helps give us a sense of security and moral guidance that we can carry through for the rest of our life. ”

Olivia - Year 13



KEY FACTS AND STATISTICS

Type of school	Mark 2 Academy Converter
Age range	11-18
Location	Blackburn, Lancashire
Denomination	Church of England Diocese of Blackburn
Co-education or single sex	Mixed
Number of students	1432
Attendance (2017/18)	95.24%
Number of staff	103 Teaching 44 Support
% of PP students	24.4%
% of students with Statement of education, health and care (EHC) plan	2%
% of students with EAL	13.4%
GCSE Results 2018	
English % 4 - 9	89%
Maths % 4 - 9	73.62%
English and Maths % 4 - 9	71%
Progress 8 Score	+0.30
Attainment 8 Score	51.2



INFORMATION ABOUT THE IT INFRASTRUCTURE, SYSTEMS AND WORKING PRACTICES

The Computer Services team consists of 3 members, the ICT/AV Manager, the Technical Lead and the advertised role, an ICT Technical Support technician. We also work closely with the Data Manager and the Lead Teacher for new Technologies, as well as providing AV support for events and concerts. The existing team have many years' experience working in education IT, and are keen to support the successful applicant in all aspects of the role.

Training, both in-house and externally, is available if required.

We are a purpose-built academy, with 2 new extensions since the initial construction and much investment in infrastructure and hardware. We manage all software and hardware systems in house, and this presents the opportunity for a very wide and varied personal development.

- The Academy uses a (mostly) Windows infrastructure, with servers hosted using VMWare on a Cisco UCS/Nimble SAN.
- The site is covered by Cisco switching and Fortinet Wireless throughout.
- All workstations/Laptops are Windows 10, with images deployed by SCCM besides a small number of iMacs and Macbooks in Art and Music, used with a Mac Server.
- We use hybrid Office 365 for communication and SIMS as our MIS.
- The Academy has a well established 1:1 iPad scheme, with iPads deployed using InTune and a small number on Meraki.
- We use a follow me printing and copying solution by Canon (Uniflow)
- ID cards are used for cashless catering, door access and printing using Biostore.
- Backup is by Veeam.
- Filtering and Firewall is by Smoothwall.

Experience of any of these products or systems is desirable.





Job Title:
ICT Technical Support

Reporting to:
ICT & Audio Visual Manager

Salary:
NJC 19-24 from £24,799 to £27,905. A recruitment and retention payment is available for a suitably qualified and experienced applicant.

Contract:
37 hours per week, 52 weeks per year

Main Purpose:

To work within a team to install, maintain and support computer networks and information systems within the Academy and to support all users. By doing this, the Academy's IT facilities will run smoothly and therefore the administrative systems and teaching tools relating to IT will continue to work effectively.

1

Main Duties and Responsibilities

1.1 Provide technical support to staff, student and visitors to the Academy

1.2 Monitor the ICT Help Desk, ensuring that jobs are dealt with in a timely manner whilst maintaining good communication with users

1.3 Create, maintain and monitor user accounts, user areas and the application of appropriate permissions

1.4 Install, maintain, repair and upgrade workstations, printers, AV equipment such as whiteboards and projectors, and other IT equipment

1.5 Develop and deliver software packages for unattended installation, ensuring licence compliance

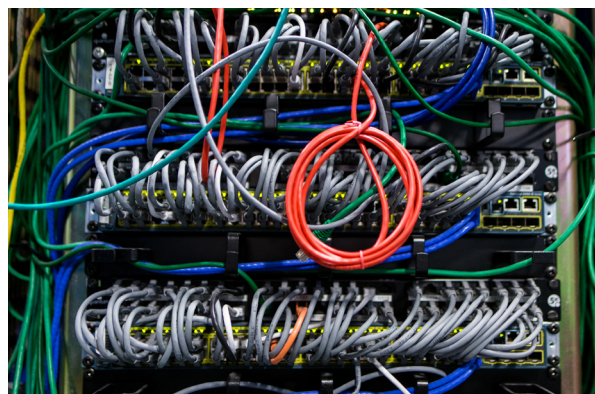
1.6 Manage file and print services, monitoring the print manage solution and providing usage reports when necessary

1.7 Implement required changes in the telephony systems, ensuring staff have correctly named extensions, mailboxes and voicemail forwarding to email

1.8 Manage and administer e-mail services

1.9 Assist with the management of backup systems and disaster contingencies

1.10 Maintain and develop anti-theft processes including security marking, asset registering and auditing



1.11 Support whole-school policies on data protection, ICT resource management and AUPs

1.12 Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures

1.13 Take responsibility for own workload and keep others informed, highlighting potential problems and suggesting solutions to ensure continuity of service delivery

1.14 Negotiate with suppliers and external contractors and track external support calls

2

Developing Oneself and Working with Others

2.1 Manage one's own workload and that of others to allow an appropriate work life balance

2.2 Actively take part in the Appraisal Review process

2.3 Undertake personal development and improve one's own practice through training and CPD (as appropriate), observation, evaluation and discussion with colleagues and use this to support others

2.4 Work as part of a team and support the roles of other team members

3 Support for the Academy

3.1 Be aware of and comply with policies relating to Child Protection, Health and Safety, Confidentiality and Data Protection, reporting all concerns to the appropriate, nominated person

3.2 Assist with the Academy's internal audit procedures and Health and Safety checks

3.3 Engage in the Academy's procedures for quality assurance and self-evaluation

3.4 Assist with the supervision of students out of lesson time when required by carrying out lunch duties

3.5 Foster positive, professional relationships with staff and students

3.6 Contribute to the overall work and ethos of the Academy

3.7 Present oneself in a professional manner

3.8 Contribute to the wider life of the Academy e.g. House System



Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but, in consultation with you, may be changed by the Principal.

Person Specification

This person specification lists the requirements that are necessary to do this job and how these will be assessed (Application - A, Interview - I and References - R).

In the application and supporting statement, the applicant should state clearly how they meet the requirements being assessed by APPLICATION. The panel will reach a decision on whether or not to short-list the applicant based on the information that is provided in BOTH the form and the statement.

CRITERIA	ESSENTIAL / DESIRABLE	A / I / R
QUALIFICATIONS AND TRAINING		
5 good GCSEs (or equivalent) including English and Mathematics	E	A
An ability to pass a DBS check (non-negotiable)	E	A
Other relevant IT qualifications	D	A
EXPERIENCE		
Have experience of working under pressure to deadlines	E	A / I / R
Have a working knowledge of Microsoft applications (Server 2008/12/16, Office 365, SQL Server)	E	A / I / R
Have experience working in an educational setting	D	A / I / R
Have a working knowledge of VMWare	D	A / I / R
SKILLS AND ATTRIBUTES		
Be able to work as part of a team	E	A / I / R
Be able to think analytically and show initiative	E	A / I / R
Have experience of working independently, organising one's own work and priorities	E	A / I / R
Be able to work within a changing educational and technical environment and adapt to these changes	E	A / I / R
Be able to relate to young people	E	A / I / R
Be able to supervise and assist students	E	A / I / R
Have good communication, numeracy and literacy skills	E	A / I / R
Have a commitment to professional development	E	A / I / R
Have good organisational skills and time management skills	D	A / I / R
Have a first aid certificate	D	A / I / R
PERSONAL QUALITIES		
Have energy, tenacity, creativity and enthusiasm	E	I / R
Be committed to an inclusive ethos with the belief that 'every students counts'	E	I / R
Be committed to making a difference with a positive 'can do' outlook	E	I / R
Be adaptable and resilient, able to respond to emerging initiatives which support students learning	E	I / R
Possess a good sense of humour	E	I / R
Be discrete and have an understanding of confidentiality	E	I / R
Have the ability to establish good working relationships with staff and other stakeholders and to form and maintain appropriate relationships and personal boundaries with students	E	I / R
Be proactive in supporting colleagues	E	A / I / R
Be professional in relation to conduct, appearance, punctuality and attendance	E	I / R
Be able to actively support and promote the Christian Ethos of the Academy	E	A / I / R