



Job Title: ICT Technician

Start Date for Post: ASAP

Contract Type: Fixed Term to 31st August 2020, Full Time, All Year Round.

Pay Scale: Bristol Grade 8

Closing date for applications: Monday 9th December

Gatehouse Green Learning Trust is seeking to appoint an ICT Technician to join their busy ICT department based at Redland Green School.

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. Our ICT Team currently looks after over 700 computers including PC's, Macs, and laptops/tablets.

The successful candidate will have opportunities to visit Primary Schools within the Trust on a schedule agreed with the Trusts IT Manager and Deputy Network Manager.

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

We are committed to safeguarding the welfare of children and expect all staff to share this commitment. An enhanced DBS check is required for the successful applicant.

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 Monday 9th December. Applications by post or email to recruitment@rgs.gglt.co.uk . Interviews will be held shortly afterwards.

Gatehouse Green Learning Trust

JOB DESCRIPTION

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 technician's 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 may be requested 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 small 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 fault finding to resolve hardware and software problems.
- 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 post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder 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 of Manager

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. 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 understand the view of others. Ability to work with limited supervision.	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. Automation of processes via scripting.	Knowledge & Experience Exposure to Mac OSX and administrating OSX Server

Can communicate necessary technical information to non-technical staff.	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*