

BRIEFING FOR APPLICANTS

IT Support Engineer

DCC Grade 9, 37 hours per week, 52 weeks per year

Permanent post

An introduction to our school

Chapel-en-le-Frith High School is an 11-16 mixed, community, comprehensive school of 947 students. The school is based in a new building, on a beautiful site, on the edge of the Peak District market town of Chapel-en-le-Frith. The nearest big towns to the school are Buxton and Stockport but good transport links mean that the school's staff travel from a wide area with many commuting from Manchester, Sheffield, Chesterfield and the towns of East Cheshire. A sizable contingent of staff live in the villages of the Peak District. The Peak District National Park on the school's doorstep provides endless opportunities for walkers, cyclists, mountain bikers, climbers, cavers and other outdoor enthusiasts.

The school is highly unusual in that it was formed by merging, in a new building, the local area special school with the existing high school. The special school became the current 34 place resourced SEND provision. To meet the needs of this cohort the enhanced resource, always referred to as "Learning Support" in school, operates as a "school within a school", with a full independent curriculum and with significant dedicated staffing. This arrangement makes for a wonderfully inclusive school with young people who are very accepting of difference. It does however make the school's published data rather tricky to interpret, merging as it does the results of an average sized comprehensive with a small special school.

The appointment of the current headteacher in September 2011 saw the school set itself a new challenge; "to achieve results ranking alongside the best schools nationally; whilst remaining a highly inclusive, friendly, community school". This new focus had a rapid and significant effect on results, reputation, student numbers and the recruitment of high quality staff. It is a mantra that has guided us since and, though the balance between inclusivity and excellence is a difficult one, both governors and staff are fully committed to making it work, despite its undoubted challenges.

Recently we have successfully navigated the implementation of the new GCSEs, developed a comprehensive Learning for Life curriculum to meet the personal, social and emotional needs of our young people and implemented a well-considered and straightforward approach to assessment and reporting. We are now turning our attention to taking a fresh new look at our curriculum offer and the way we teach lower down the school. We are a school that embraces challenge and takes a genuinely collaborative approach to managing change.

The school remains very popular with parents and has been heavily oversubscribed for year 7 entry for the last seven years, partly as a result of parents from outside of catchment choosing the school for their children. This popularity means that the school is full and it has shielded us to an extent from the worse of the cuts education has suffered in recent years.

Despite the school's low overall school deprivation indicator there is considerable socio-economic variation across the school's catchment with a significant minority of students coming from difficult and deprived backgrounds; the intake is truly "comprehensive".

The school plays a strong role in systems leadership, despite its rural location it is far from isolated. Senior staff from the school sit on the board of the High Peak School Sport Partnership, contribute to the local authority enhanced resource steering group and have contributed to the Derby and Derbyshire strategic educational improvement board.

Job Description

IT Support Engineer

DCC Grade 9

Job purpose

- To support teaching and learning by assisting the Network Manager in the provision of high quality IT systems and infrastructure for colleagues and students
- To assist the Network manager in the provision of IT resources to meet the business needs of the school

Accountability

- Network Manager
- Business Manager, Headteacher, Senior Leadership Group, Governors

Key tasks

1. To support the network manager in carrying out the planning, installation, commissioning and maintenance of the IT infrastructure for the school.
2. To research, plan and configure network security systems, such as firewalls and virtual private networks for remote access, in accordance with current best practice.
3. To contribute to a library of network documentation and diagrams including, but not limited to, installation procedures, directory structure and permissions for shared resources and the website.
4. To deputise for the Network Manager when appropriate; this includes IT budget management, purchasing IT equipment, and co-ordination and management of IT Support tasks.
5. Responsibility for the maintenance of the school website.
6. To maintain a high level of up to date technical knowledge and knowledge of developments within the IT industry, and their possible impact on, and benefit to, the school.
7. To deliver technical support for the IT infrastructure to ensure a secure and stable platform for delivery of curriculum and administration services.
8. To ensure all issues logged in the helpdesk are resolved in a timely manner either in-house or by responsible third parties.
9. To identify underlying problems with the high school IT systems, and to research, propose, design and implement resolutions in a timely manner.
10. Provide assistance and guidance to staff and students in the use of application software and IT equipment as necessary.
11. Undertake such professional development as may be necessary to discharge these duties.
12. To work flexibly as a member of the support team, undertaking any jobs identified by line management.
13. To understand and comply with the school's policy documentation.
14. The school currently provides some ICT support to local primary schools and the role may entail visiting these schools to provide support and to resolve problems.

Person Specification

Post: IT Support Engineer		Essential	Desirable	Evidence
Knowledge / Experience	Knowledge and experience of maintaining a large, frequently updated, public website.		x	Letter/Interview
	Experience of using tools to develop websites (e.g. Dreamweaver), and tools used to optimize materials for the web (e.g. Fireworks, Photoshop).		x	Letter/Interview
	Experience of using languages used in web development such as HTML, CSS, SQL and JavaScript.	x		Letter/Interview
	Experience of installing, configuring, maintaining and troubleshooting Apache web servers with PHP extensions and MySQL databases.		x	Letter/Interview
	Good understanding of the guidelines and best practices used for designing website accessibility and usability.	x		Letter/Interview
	Experience of management of network infrastructures.	x		Letter/Interview
	Experience of installing, configuring, maintaining and troubleshooting the Microsoft Windows Server family of operating systems (Server 2008, 2012, 2016) and experience of building and configuring server roles.	x		Letter/Interview
	Experience of installing, configuring, maintaining and troubleshooting the Microsoft Windows 7/10 desktop operating systems.	x		Letter/Interview
	Experience of implementing, configuring, maintaining and troubleshooting Microsoft System Center Suite.		x	Letter/Interview
	Experience of configuring, maintaining and troubleshooting firewall systems.		x	Letter/Interview
	Experience of configuring, maintaining and troubleshooting remote access systems.		x	Letter/Interview
	Experience of installing, configuring, using and troubleshooting a wide range of curriculum and administration software packages including, but not limited to, Microsoft Office suite and Adobe Creative Suite.		x	Letter/Interview
	Experience of installation, configuration and maintenance of Wireless Local Area Networks		x	Letter/Interview
	Experience of installation, configuration and maintenance of a range of mobile devices running different operating systems such as Android, OSX, iOS.		x	Letter/Interview
	Ability to identify, research, assess and implement IT solutions to satisfy the requirements of both the curriculum, and administration needs.	x		Letter/Interview

	Experience in the management of user and computer accounts using Active Directory, scripts, and Group Policy Management.	x		Letter/Interview
	Understanding of Local Area Network security principles and an ability to apply this knowledge.	x		Letter/Interview
	Understanding of disaster recovery methods and experience of using disaster recovery tools e.g. data back-up using Symantec Backup Exec, configuration of shadow copies etc.		x	Letter/Interview
	Experience of hardware installation, troubleshooting and repair.	x		Letter/Interview
	Experience of interrogating complex SQL databases.		x	Letter/Interview
	Experience of working with young people and/or in a school environment.		x	Letter/Interview
	Experience of fault diagnosis/repair of sophisticated computer networks, desktops and peripherals – printers etc.	x		Letter/Interview
Interpersonal skills	Commitment to working as a member of a team	x		Letter/Interview
	High-level communication skills.	x		Letter/ Interview
	Sense of humour and sense of perspective	x		Interview
	Patience and tact	x		Interview
Skills and Attributes	Ability to prioritise and organise your time around a busy academic schedule.	x		Letter/Interview
	Ability to handle conflicting demands.	x		Letter/Interview
	Ability to deliver effective training to members of Teaching and Administration staff in the use of IT systems.	x		Letter/Interview
	Ability to negotiate and consult effectively.	x		Letter/Interview
	Able to work alone and represent the school in a professional manner.	x		Letter/ Interview
	Be able to innovate and develop good practice.	x		Letter/Interview
Other qualities	Commitment to own professional development	x		Letter/Interview
	Commitment to the highest professional standards	x		Letter/Interview

Notes on Applying

Applying for any job is time consuming and difficult, these notes aim to make it easier!

Please note: we do not use the Derbyshire County Council online application process. You need to either complete electronic application form and e-mail it to us or fill in a paper application and post it. Electronic versions of the application form, as well as details of this post, can be downloaded from our website www.chapelhigh.org.uk.

The Application Form

Please complete the application form neatly, fully and accurately, including exact dates. The form may be typed or handwritten, but if you do write it by hand please use black ink. Indicate clearly on the front page the post you are applying for.

From a safeguarding point of view we are required to ensure that there are no unaccounted for gaps in your employment or educational history. Please explain any gaps that do appear; notes like “gap year” or “bringing up children” are really helpful.

Referees

Please use referees who have direct, recent experience of your work and who are in responsible positions. We may need to contact them at short notice so please be specific over addresses and contact details, e-mail addresses are very useful. One referee must be your current or most recent employer; if you are working in a school it should be your headteacher. References will not be accepted from relatives or from people writing solely in the capacity of friends.

The Supporting Statement or Letter of Application

The supporting statement or letter is probably the most important part of your application. You should make statements which demonstrate how your qualifications, personal qualities and experience match the post, focus on the impact of any work you have done. You should take particular care to demonstrate how you meet the person specification included as part of these details.

CVs

In line with current safeguarding guidance we do not accept CVs. Please do not waste your time by submitting a CV.

Arrangements for Interview

Shortlisted applicants will be contacted as soon as possible after the closing date. For teaching posts referees are contacted prior to the interview stage. If you are shortlisted, any relevant issues arising from your references will be taken up at interview.

Appointments

Appointments are made conditional upon the successful candidate meeting the Local Authority's requirements for health; satisfactory references; satisfactory DBS checks; qualification checks and (for teachers) checking of Qualified Teacher Status.

Submitting your Application

When you have completed your application, the completed form and covering letter should be posted to the school, addressed to the headteacher, to arrive before the closing date. You may e-mail applications to dhibert@chapelhigh.org.uk