

QUEEN ELIZABETH'S GRAMMAR SCHOOL FAVERSHAM



Information pack for candidates: SENIOR IT TECHNICIAN





**Information pack for candidates:
Senior IT Technician**

CONTENTS

- Introduction to Queen Elizabeth's Grammar School
- Letter from the Headteacher
- Job Description
- Department Structure
- Future aspirations for the school
- Leadership Line



Information pack for candidates:

Queen Elizabeth's Grammar School - Introduction

Queen Elizabeth's Grammar School is an 11-18 co-educational, selective school of 1028 pupils, with 250 in the Sixth Form. The school has five forms of entry in years 7-11 of around 144-150 pupils in each year group. On average, 85% of the Year 11 cohort chooses to stay on into the Sixth Form to enjoy a varied and successful programme. The school is very popular and oversubscribed with 174 first-choice applications for the 140 available places in September 2019 and 461 applicants in total. The majority of the school's intake travels from Faversham and the surrounding villages, with a number traveling from Whitstable. The school converted to Academy status in 2011.

Queen Elizabeth's was established in 1576 by a royal charter approved by Queen Elizabeth I. The original school from that era still stands next to our contemporary buildings. The present incarnation of the school was built in 1967, following the merger of the former boys' and girls' grammar schools in the town. We celebrated 50 years on the current site as a co-educational school in 2017.

The school's accommodation now comprises of, in addition to normal classrooms; an Assembly Hall, Gymnasium, Sports Hall, ICT rooms, Library, eight laboratories - three of which have recently been refurbished, an Art and Technology Centre, a Sixth Form and Humanities Centre, Drama Studio and Music Centre, as well as a state of the art theatre which is opening in the coming weeks.

The school is set in pleasant grounds close to the centre of Faversham, on the site of the historic Faversham Abbey. Playing fields adjoin the school on the northern and eastern sides. Faversham is a market town of 16,000 inhabitants serving a largely agricultural area and situated close to the Thames estuary, nine miles north west of Canterbury. It contains much of historic interest and still preserves a substantial number of medieval, Tudor and eighteenth century buildings.

The school has developed close links with partner schools in Europe. We have three annual European exchanges, with links to schools in Cologne (Germany), Hazebrouck (France) and Madrid (Spain). In addition to this the school has a very active exchange with a secondary school in Cochin, Kerala, India. Beyond the exchanges, trips are offered for each year group and over the course of the past two academic years, students have departed for the Sahara, India, the USA and a long list of countries in Europe.

A wide range of extra-curricular activities are on offer at the school, including; music, drama, debating (national finalists in three out of the last five years), STEM, FI in Schools (the team were crowned World Champions in Abu Dhabi in November 2019), the Duke of Edinburgh's Award, Lego club, chess club, book club, alongside subject enhancement activities. Sports are a large feature of the school and a whole host of accolades and awards are held, including district and Kent trophies in a number of sports including football, netball, cricket, athletics, rugby, rounders, badminton and cross country. We also have individuals in the school who compete nationally and internationally in a range of competitive sports.

Queen Elizabeth's aims to develop not just the academic abilities of students but also their skills, talents, personal qualities and values, the very qualities that play such an important part in defining their future actions and success. The school functions as a community school, with

extensive links to groups, societies and organisations in the locality, nationally and internationally. Relationship with parents are strong and the school is well supported by a hardworking team of Governors, a Parents' Association and the Trustees of the School Foundation.

Queen Elizabeth's is proud to retain many of the characteristics of a traditional grammar school, however it is a forward looking school, keen to enhance the best new technologies and contemporary, effective approaches to teaching and learning whilst ensuring that the best elements of accepted good practice are retained. Staff are extremely hard working, dedicated and loyal both to the school and the wellbeing of their students. The atmosphere in the staff common room is highly professional and supportive, with an exceptionally positive team spirit.

Queen Elizabeth's Grammar School was last visited by Ofsted in March 2015, when it was judged Outstanding in every category.

The school is seeking an enthusiastic new colleague who will be able to make a positive contribution to the school community. The ability to take part in the life of the school and to assist with extra-curricular activities is very welcome. The vacancy offers an exceptional opportunity for anyone who wishes to be part of a vibrant, dynamic and successful school.

In the interests of economy, applications will not be acknowledged and if you have not heard from the school within 48 hours of the deadline for applications, you should assume that you have not been successful.

Thank you for the interest shown and I look forward to receiving your application.

David Anderson MA
Headteacher





Queen Elizabeth's Grammar School

Abbey Place, Faversham, Kent ME13 7BQ
01795 533132 office@queenelizabeths.kent.sch.uk

Dear Applicant

I hope you will take the time to read through the enclosed information and find it useful for planning your application, which we look forward to receiving by midday on Friday 5th March.

This post offers a unique opportunity for the right candidate to support the high academic standards and ethos which have been developed over a number of years at Queen Elizabeth's Grammar School.

The post will require enthusiasm, patience and the ability to adapt to constantly changing demands on your time; an excellent sense of humour is essential!

Please complete the application form, which can be found on the school website. We would also like you to write a supporting statement to accompany your application, addressing the person specification and job description, outlining how your experience has prepared you for this post.

Please do not hesitate to contact me if you would like to discuss the role further.

Yours sincerely

David Anderson MA
Headteacher



Queen Elizabeth's Grammar School

Job Description - Senior IT Technician

Reports to: IT Network Manager

Team: IT

Start date: March

Hours of Work: 8:15 - 16:10 Monday to Friday with 1/2 hour unpaid lunch break

Grade: QEGS Range 5.1-5.5 (£22,994 - £26,160)

Hours: 37.5 hours per week

Job Purpose: Reporting to the Network Manager, the role holder will be responsible for providing a quick response to the needs of all staff and students supporting both hardware and software.

The Senior IT Technician role at Queen Elizabeth's is a diverse role allowing you to demonstrate your IT skills and expertise managing and supporting a variety of systems. Queen Elizabeth's Grammar School uses Google G-Suite alongside Microsoft Windows to provide access to the wealth of resources available on site and in the cloud.

Being personable and professional are key factors in this role alongside a logical approach to problem solving. You will be supported by the IT Network Manager, managing the day to day support needs for the school, as well as assisting in larger scale projects.

The technician should be organised, able to prioritise their workload and always be happy to help.

Key duties and responsibilities:

End user support

The Senior IT Technician is responsible for responding to end user requests with the support of the IT Network Manager. Support tickets are logged through the helpdesk system, via the telephone or by being reported in person. These issues should be logged and investigated as soon as practical. It is key to prioritise these tasks and escalate them to the IT manager if needed.

Troubleshooting

Some issues cannot be fixed straight away. This will not always be achievable without support so you will work closely with the IT Network Manager on a wide range of problems seeing them through to resolution. Will need to take time identifying the cause of the problem in order to fix it.

Account Management

End user accounts will sometimes require password resets and permission changes. It will be your responsibility to undertake these tasks and ensure that settings are synchronised where needed between the systems used in and out of school. The role involves management of accounts on Active Directory and within the Google G-Suite administration console. You will also be responsible for setting up new accounts with the assistance of the IT Network Manager if needed.

Hardware Repair and Maintenance

The school has a wide variety of hardware that from time to time may need repairs or replacement. It is the IT Technician's responsibility for the general repair and maintenance of these devices which may involve contacting suppliers for in warranty fixes or by replacing parts and consumables. This could be as simple as replacing a mouse or changing a printer cartridge, to repairing a broken laptop screen.

We run a successful chromebook scheme for years 7-10 currently, slowly being phased in each intake year with over 900 chromebooks. You would be the point of contact for students and parents to manage repairs via warranty/insurance/in house repair and provide loan units where required. You would contact the relevant companies to process the claim in a timely manner. This will be logged on the schools asset system so we have a track of claims per device.

We also try to complete most repairs/installations in-house to stretch budgets further. You may be required to install/assist with:

- Installing/replacing projectors
- Running or repairing network cable infrastructure
- Installing/replacing fixed monitors/tv screens/interactive white boards
- Sound repair/installation
- Assisting Drama/Music with audio equipment/lighting
- Providing knowledge/support for any refurbishment projects
- CCTV

Stock Management

All IT hardware is logged on the School's asset management system and all new equipment PAT tested before being installed. The IT technician is responsible for these duties as well as keeping levels of consumables (printer toners, mice, keyboards etc) at sufficient levels.

Key Skills and Knowledge:

- Customer service
- PC, laptop and printer hardware fault finding and maintenance
- Microsoft desktop and server operating systems
- Google G-Suite administration
- Diagnostic and troubleshooting skills
- Some understanding of AV systems and principles
- Be confident at speaking to groups of students/parents/staff for events/training

General

- Be aware of and comply with policies and procedures relating to child protection, equal opportunities, health and safety and security, confidentiality and data protection; reporting all concerns to an appropriate person
- Carry out all duties with regard to the school's policies and codes of conduct
- Participate in training and other learning activities as required and to participate in appraisal and professional development
- Set high expectations of conduct, whilst acting as a good role model for others
- Ensure that output and quality of work is of a high standard and complies with current legislation and standards

Footnote: This job description is provided to assist the job holder to know what his or her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post. Below you will find a diagram of the IT department structure which outlines responsibilities within the department.

**To join us and be successful for this post you will need to undergo
an Enhanced DBS Disclosure**

Department Structure Chart

Network Manager	Senior Technician	Junior Technician
Strategic Planning • Work with MAT and LG on ICT strategic planning • Take overall responsibility for the management and development of network infrastructure, liaising with key staff to ensure that ICT services meet needs of school • Have an overall view of the capabilities of the school's ICT services and contribute to continuous improvement • Keep abreast of new technological developments, working with MAT to make recommendations to leadership group • Plan for major developments of the ICT service and project manage their implementation DPIA • Complete DPIA as necessary for new applications • Make sure DPIA's are in place for existing software Budget • Responsible for yearly budget • Subscriptions • HW decisions and purchases • Plan and manage projects in line with budget E-Learning • Centralised e-learning resources • Making sure we get good value from products • New resources to further improve chromebook scheme • Central admin tasks - managing new users/groups each year to keep standard format • Improving opportunities for data sync, and Google management apps Google-Outreach • Working with local primary schools • Offering support/ assistance with purchase and setup of chrome devices • Working with MAT on Primary support contract feasibility study SAR / FOI Searches • Identify and search for data based on the request • Reduce the duplication of data where possible • Provide data in a format ready for redaction by the relevant staff member(s) Google School (with MAT) • Work with MAT to create links with Sync Partner • Produce application to become Google Reference School • Complete appropriate Google Training • Attend Google conferences & Digital Learning events such as BETT	Daily routine: • Resolve helpdesk tickets passed on by Junior Tech • Device and room inspections • Morning troubleshooting Responsibility over Chromebook Device Scheme: • Sourcing • Managing delivery • Allocation / enrollment • Troubleshooting • Warranty / Insurance claims • Respond to Parent / Student concerns via email / phone • Staff device in house repairs • Loan stock / class set repairs • Management of Google Accounts • Logging of devices on asset system • Assist with training • Senso alerts (safeguarding) report to AJM if required Google Admin: • Allocation of approved Extensions / Apps • Password resets • Manual account creation • Group management • Additional admin tasks Management: • Oversee and direct Junior technician for allocated time within the team. HW Repair / Maintenance: • Install, replace projectors, fixed screens, IWB's and additional hardware • Network infrastructure • AV install / repair • CCTV • Drama / Music areas Internal Intranet page/ Digital signage: • Regular information updates • Digital signage updates • Configure and manage Staff and Student home page • Work with MAT on managing staff training page	Daily routines: • Address help desk tickets - immediate support to staff • Room management - equipment checks, quick troubleshooting • Reporting stock level issues to senior technician E-learning: • Password resets / basic support • Account management Repairs: • Support senior technician in repairs and installations Front line support: • Support students and staff troubleshooting during peak times • Senso alerts (safeguarding) report to senior tech/AJM if required



Future aspirations for the school

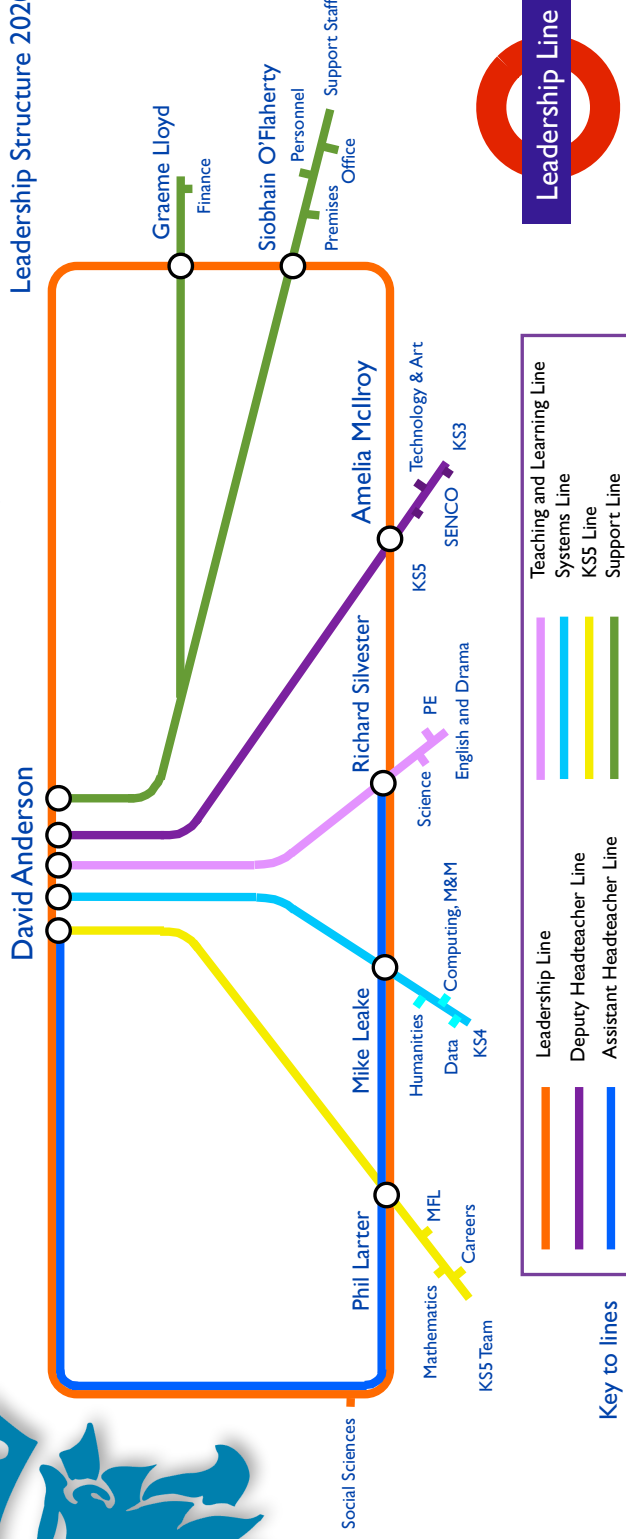
Queen Elizabeth's Grammar School is a forward looking, successful and dynamic school with high aspirations for every member of the school community. Looking ahead, the priorities for the future of the school are:

- To develop a culture of excellence through inspirational teaching, learning and assessment
- To further develop a culture of high aspiration, ensuring that every student has the best opportunities to achieve their personal career ambitions
- To develop a 'growth mindset' approach to teaching and learning, creating a culture of academic curiosity and personal resilience
- To further develop the collaborative 'can do' attitude of staff and students, to create a sustainable and productive culture of learning and success across the school
- That staff are well trained, managed and supported to achieve their best within a supportive and developmental learning culture, without excessive demands on workload
- To ensure the extra curricular offer remains varied and broad; providing a range of opportunities for every student to participate and challenge themselves
- That leadership across the board works to effectively support, encourage and celebrate all staff and students to perform at their best and to aim high
- For the school to develop beyond its boundaries, by working closely with other schools and taking a leading role in creating additional high quality provision across the community
- For students to feel engaged and motivated to help teach, support, develop and encourage younger members of the school community by taking on leadership roles
- To maintain a safe, trusting and happy environment for all students and staff
- To develop a cost effective but appropriate and challenging curriculum that offers choice and challenge whilst also preparing students for life beyond school
- To further develop the *Queen Elizabeth's Grammar School Sixth Form Award* to challenge and stimulate students at this important stage of their education
- To further develop the school alumni association, to encourage greater participation from former members of the community, including supporting school initiatives
- To continue to develop and improve the school's facilities by improving the quality of learning environments and enabling broader opportunities for all students
- To continue to develop the international outreach programme (*and British Council's International Schools Award*) by maintaining the current programme of international trips
- To continue to develop an international outlook; for students to see the world as their workplace and that no challenge is too big in terms of their future aspirations and realising their potential

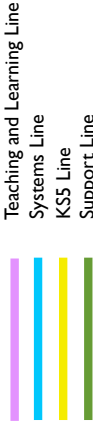


Queen Elizabeth's Grammar School

Leadership Structure 2020-21



Key to lines



David Anderson Headteacher Ethos and vision Governors and parents School self evaluation School improvement Ofsted Teaching and Learning Premises development Policies and admissions Staffing and resources Curriculum strategy Strategic planning School events Campaign and publicity Senior Team Targets and data Full Governing Body All Committees	Amelia McIlroy Deputy Headteacher Learning & Pastoral/DSL Day to day Pastoral Leadership Assemblies and duties Pastoral meetings Inclusion Extended services School behaviour/discipline Student intervention Mentoring Staff induction House system School Council Pupil Premium Online safety Full Governing Body Community Committee	Phil Larter Assistant HT Designated Safeguarding Lead Pastoral care KS5 KS5 teaching and learning Pupil progress KS5 Student mentoring WRUL/careers/aspiration Growth Mindsets Community/Outreach International Schools ALPS teaching and learning Global Partnerships Online Safety PTFA Community	Mike Leake Assistant HT - Systems Curriculum development Assessment/reporting Timetabling/options Data analysis Heads of Faculty meetings Line management KS4 SIMS management Trips and Cover Examinations Pupil Premium Curriculum	Richard Silvester Assist HT Teaching Learning Teaching and Learning Student intervention Assessment School self evaluation Professional development Training Thursdays Student Voice Newly Qualified Teachers SDS & Teacher trainees Stretch and challenge High potential students BlueSky & Appraisal Teacher performance Staff induction Google suite Curriculum	Al McIlroy Head of KS4 Pastoral leadership KS4 Pupil progress KS4 Behaviour attendance KS4 Student mentoring Sarah Percy Head of KS3 Pastoral leadership KS3 Pupil progress KS3 Behaviour attendance KS3 Transition Student mentoring SENCO Tessa Waterhouse Joint Head of Sixth Form Behaviour attendance KS5 UCAS & Oxbridge Student Mentoring	Siobhain O'Flaherty Operations Manager Headteacher support Premises/Personnel Recruitment/Calendar Website/Attendance Events/Marketing Support staff appraisal Policies/GDPR Graeme Lloyd Finance Manager Finance/Budgets Fundraising Payroll/Auditors Trustees Environment/Eco School Full Governing Body Finance and Personnel
--	---	--	--	--	--	--