

1878



SHEFFIELD GIRLS'

INFANT, JUNIOR & SENIOR SCHOOL

GDST

GIRLS' DAY SCHOOL TRUST

Appointment of IT Technician





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Introduction

Sheffield High School for Girls is one of twenty-five schools administered by the Girls' Day School Trust, an organisation which, for well over a century, has promoted the education of girls. Early pupils were among the first women to obtain university degrees and enter the professions. At Sheffield Girls' we continue this pioneering tradition, attracting girls of ability and talent who can make full use of what the school can offer. Approximately 20% of our girls receive assistance with fees through our bursary and scholarship scheme.

Founded in 1878, Sheffield High School is situated in Broomhill, a very pleasant area of the city between the University and the Botanical Gardens. The school serves a wide geographical area attracting girls from the neighbouring towns of Barnsley, Chesterfield, Doncaster, Rotherham and Worksop as well as the Derbyshire and North Nottinghamshire areas. The school is spread across several sites within close proximity of each other, and we have specialist facilities for science, computing, art, music and PE.

There are currently 800 girls on roll which includes approximately 200 girls in the Junior School and a Sixth Form of 150 students. Almost all of our students go on to University and other establishments of Higher Education.

Sheffield High School enjoys an excellent reputation as the highest performing school locally (and regularly in the whole of Yorkshire) at GCSE and A level. At A level the % of A/B grades is usually around 70 - 75% and at GCSE around 75% of all grades are at grades 7-9. Our value added score at GCSE regularly places the school in the top 5% nationally.

For 7 consecutive years the school has won or been nominated for awards at the annual Independent School Awards, including for Best Independent / Maintained School links, Best Community Initiative, Outstanding Senior Leadership Team of the Year, Best Education initiative, Creativity Award and Senior School of the Year.

For further information on the school, please visit www.sheffieldhighschool.org.uk

The Girls' Day School Trust

The Girls' Day School Trust (GDST) is the leading network of independent girls' schools in the UK, with nearly 20,000 pupils and over 3,700 staff in its 23 schools and two academies. The GDST is also the UK's largest educational charity with an annual turnover of more than £200m. The GDST is fully committed to its current and future students, parents and staff and any surplus is reinvested in its schools, for the benefit of its pupils. Further information about the GDST can be found at www.gdst.net

VACANCY FOR THE ROLE OF IT TECHNICIAN

The Role

Sheffield Girls' are looking to appoint an IT Technician to join our IT Support department in order to assist with managing, monitoring and maintaining the school's IT systems.

The role will involve working on a highly varied range of tasks and so the postholder should have a strong technical understanding of IT systems but also a commitment to continuing professional development.

The salary for this role will be on the GDST's Support Staff Grade 3 (between £18,7594 - £24,390 per annum, dependent on experience).

We are committed to the safeguarding of children and child protection screening will apply to this post. For further details of our Safeguarding Policies and Procedures, please follow this link:

<https://www.sheffieldhighschool.org.uk/school-policies/safeguarding-policy/>

The IT Support Department

The IT Support Department consists of an IT Operations Manager, two IT Technicians and an AV Technician.

Members of the IT Support team work independently and manage their own tasks through the Service Desk, however, collaboration, knowledge-sharing and discussion are key to the success of the team.

The main role of the IT Technician is to act as the first point of contact for all service requests and to provide initial troubleshooting across all aspects of IT related services. There is a high demand on IT support, and it continues to grow as new IT initiatives come online. Paramount to the role, is an understanding that we are here to support teaching and learning through the provision of IT services.

The school consists of approximately 1000 users and over 800 client devices across our Junior School and Senior School sites. We support several operating systems including Windows 10, ChromeOS, iOS, Android, and Windows Server. We have one physical server which hosts several virtual servers. Enterprise WiFi is provided throughout the school. As part of the Girls' Day School Trust, we are supported by the central IT Team, based in London, who provide central support for whole domain services such as WAN connectivity, WiFi provision, VOIP, etc.



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Job Description

Role	IT Technician
Job Purpose	• Provide efficient and effective technical support for school IT systems. • Assist in the running and development of the school IT infrastructure. • Ensure the integrity of the school's IT systems is maintained in line with GDST standards. • Perform routine maintenance to ensure all hardware is in good condition. • To undertake any other appropriate duties, as requested by the line manager, to assist with the efficient running of the IT support department.
Accountable to:	IT Operations Manager
Key Responsibilities:	• Provide technical advice in support of the resolution of IT incidents, using initiative regarding finding faults and speaking to the end user. • Manage IT problems to resolution using the Service Desk. • Support the deployment of school systems as required. • Regularly check IT equipment to ensure it is maintained and in good working order, completing repairs where required, and complete day-to-day maintenance. • Help book IT and AV equipment to departments and students. • Resolve basic problems associated with operating systems, network, software, hardware and peripherals. • Monitor and maintain peripheral hardware such as printers and projectors, ensuring they are functioning correctly and adequately serviced and stocked with consumables. • Ensure that a supply of consumable items such as printer consumables are maintained. • Assist with the day to day running of the school network. • Provide advice and guidance on the use of IT systems to staff, students and parents, as required. • Document the setup and configuration of all school IT systems and ensure operating procedures are in place, ensuring all IT documentation and inventories are kept up to date and record any changes. • Advise on system enhancements and make recommendations for improvements or replacements. • Liaise with 3rd party suppliers and the GDST to ensure a resolution of IT incidents, as required. • Keep up to date with developments in technology. • Work flexibly as required in support of the duties of the role.
General requirements	• All school staff are expected to: • Support the school vision and the current school objectives outlined in the School Development Plan. • Contribute to the school's programme of extra-curricular activities. • Support and contribute to the school's responsibility for safeguarding students. • Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors. • Work within the GDST's Equal Opportunities Policy to promote equality of opportunity for all students and staff, both current and prospective. • Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.



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	• Engage actively in the performance review process, and training and development opportunities available. • Adhere to policies as set out in the GDST Council Regulations, on the GDST intranet and in GDST circulars. • Undertake other reasonable duties related to the job purpose required from time to time. •
Review and Amendment	This job description should be seen as enabling rather than restrictive and will be subject to regular review.

Person Specification

Education and Qualifications

Microsoft Certification	Desirable
Google Certification	Desirable
ITIL Certification	Desirable

Experience and Knowledge

Proven experience of delivering customer focused IT services	Essential
A strong technical understanding of IT systems	Essential
Experience of working within a Service Desk	Essential
Use and knowledge of Windows 10	Essential
Use and knowledge of Office 365	Essential
Use and knowledge of Google OS	Essential
Experience of working in education	Desirable
Experience of supporting Google's Workspace environment	Desirable
Experience of working with Microsoft Server	Desirable
Use of Mobile Device Management Systems	Desirable

Skills and Abilities

Attention to detail	Essential
Excellent communicator	Essential
Customer focused	Essential
Excellent oral and written communication skills	Essential
Analytical skills	Essential
Strong verbal reasoning ability	Essential
Methodical troubleshooting skills	Essential
Team player, as well as working on own initiative	Essential
Passion to learn about IT	Essential
Able to deal with pressurised situations in a calm and caring way	Essential
Ability to search for solutions in a logical way to often complex scenarios	Essential