



Dame Alice Owen's School, NoR 1,445, Sixth form: 425

Ofsted: "An outstanding school", "Students achieve outstandingly well",
"Behaviour ... is excellent"

IT TECHNICIAN

Required as soon as possible

Full time, permanent post

37 hours per week

Salary Range H4 £19,698 - £20,903

Closing date: Noon on Friday 4 June 2021

Interview date: Thursday 10 June 2021

We reserve the right to make an appointment before the closing date, so early applications are encouraged.

The Governing Body of this highly successful, partially selective, mixed school invite applications for the post of IT Technician. We are seeking an individual with good technical knowledge and outstanding customer service. This role will suit a recent graduate with a qualification in an IT based subject.

The IT team looks after all desktop and laptop computers running Windows 10, Chromebooks and a small amount of Apple iMacs. We have approximately 1,600 users to support. We are a Google Classroom school and are on a journey which embraces cloud technologies for teaching and learning including the use of Bring Your Own Device for students.

The school is situated on an attractive 35-acre site in the Green Belt, has excellent facilities and is committed to an extensive programme of staff development. Central London is easily reached by rail from Potters Bar and the school is close to motorway links.

The Governing Body is committed to admitting the children of staff in line with our admissions procedures.

Please visit www.damealiceowens.herts.sch.uk > About Us > Vacancies to download an application pack. For an informal discussion, contact Adam Levy, IT Manager, on 01707 643 441 x 247 (levya@damealiceowens.herts.sch.uk).

Please send your completed application forms together with a covering letter stating why you are well placed to take this position at our school to recruitment@damealiceowens.herts.sch.uk by **noon on Friday 4 June 2021**.

The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. CVs will not be accepted for any posts based in schools.



Dame Alice Owen's School

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Headteacher | Mrs Hannah Nemko MA

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www.damealiceowens.herts.sch.uk

INFORMATION FOR APPLICANTS

Name of post: IT Technician
Location: Potters Bar, Hertfordshire
Closing date: Noon on Friday 4 June 2021
Interviews: Thursday 10 June 2021

Thank you for your interest in applying to Dame Alice Owen's School. Though much of the information we have about our school is available on our website, we have put some key information together here to help you through the application process.

The school is committed to safeguarding children, young people and vulnerable adults. Please take time to read our Safer Recruitment and Safeguarding and Child Protection policies available in the vacancy section of our website.

The selection process includes scrutiny of the information provided in your application form, a request for references including a reference from your current/previous employer (your current Headteacher if working in Education), completion of a job based task, an informal interview with a student panel and an interview.

If you have any general enquiries about the recruitment process, or to arrange a tour or informal discussion about this position, please do not hesitate to contact Adam Levy, IT Manager, on 01707 643 441 x 247 (levya@damealiceowens.herts.sch.uk).

Please download our [Support Staff application form](#) from our website to make your application. Please note that applications cannot be considered unless the application is completed in full. We are not able to accept CV's for any posts based in school.

Applicants shortlisted for interview must bring original evidence of your qualifications for verification. Applicants will be asked to complete a declaration regarding convictions and working with children as posts in schools are exempt from the provisions of the Rehabilitation of Offenders Act 1974. All appointments are subject to a satisfactory enhanced Disclosure and Barring Service disclosure check.

Please email your completed application form together with a letter of application to recruitment@damealiceowens.herts.sch.uk by **noon on Friday 4 June 2021**.

We look forward to receiving your completed application.

Hannah Nemko
Headteacher

Details of the School, Department and vacancy



IT Technician

Full time, permanent post

Introduction

Dame Alice Owen's School is a mixed, partially selective secondary school with over 1,430 registered students and a vibrant and highly successful sixth form. Our school was founded 400 years ago by Dame Alice Owen, a remarkable philanthropist with an unusually modern vision for education. She established the first school in Islington and as demand outstripped space, it moved to its current setting in the Hertfordshire countryside. Because of its roots and its close and important relationship with the Worshipful Company of Brewers, there are 20 places each year for 11 year old students from Islington. It also offers 65 places to the highest scoring applicants who sit the entrance exam each year and a further 10 places for students showing the most aptitude in music who apply for a place in Year 7. The remainder of the places, in an annual cohort of 200, go to siblings, local students on the basis of proximity to the school and to those with priority need.

It is this combination of student and its truly outstanding record of achievement and added value that makes our school such a special place. It is oversubscribed by 5 applicants per place every year. Our dedicated staff, parents' association, Governing Body and school (staff and student) leaders constantly appraise and re-appraise the various aspects of school life, learning and achievement so we are never complacent. Our school faces the usual challenges of all educational establishments in the public sector, and ensuring that their impact is felt least by the students is a key objective.

We were delighted to be recognised as The Sunday Times Regional School of the Decade in November 2020'. Securing a place at Owen's has been described as "winning the lottery" in the Good School Guide and "the golden ticket" in Tatler. Our school benefits from some of the most able students in the country. Many of our school leavers from Year 13 have offers from top universities to choose from, including on average 20 places at Oxbridge each year.

Our Foundress left a number of fields in the then village of Islington to the care of the Worshipful Company of Brewers which now generate over one million pounds of additional income for the school annually, to support the school. This creates a very special ethos and fosters the very positive staff working environment. The students and staff benefit from a number of traditions including Beer Money, staff awards and Visitation.

Below are some of the key qualities and attributes we believe have contributed to the school's excellent reputation:

- Committed and dedicated staff who are responsive to change
- The value we place on collaboration, both within our school and with other schools
- Teamworking
- Superb pastoral care
- Energetic, curious and enthusiastic students
- A very wide range of extra-curricular activities, most notably within Music
- Excellent resources and facilities
- Forward-looking and proactive leadership
- Attention to detail
- A foundation stone of tradition and heritage; and
- Exceptional recognition by Ofsted.

Our primary aim is to work in partnership with students and parents to ensure that students achieve their full potential by:

- Striving for academic excellence;
- Providing a happy, safe, purposeful and caring environment and encouraging a sense of pride in the individual and our School;
- Embracing innovation whilst maintaining our strong links with tradition;
- Providing interesting and challenging opportunities so that students enjoy their learning and maintain a desire to continue learning throughout their lives;
- Recruiting and developing outstanding staff;
- Offering high quality extra-curricular activities which involve all students;
- Promoting respect for and understanding of religious and moral values.

The Technical Support Department

We currently have a brand-new modern IT system. The IT team supports around 1,600 users to facilitate the best learning experience, enhanced by technology. We are a Google Workspace school utilising many Google services.

We have many upgrades on our IT roadmap to keep ahead of the latest technologies. This is a very exciting time to join the team as we embark on this journey.

The team is led by the IT Manager and consists of a further senior technician.

What we can offer you

The school provides an excellent range of staff development opportunities. This is currently led by Lauren Common, Assistant Headteacher and our team of ASTs/SLEs with responsibility for teaching and learning. All staff members are encouraged to continue their personal development and undertake further qualifications if they wish.

We have a commitment to ensuring staff undertake minimal cover and wherever possible none at all. The Governing Body is committed to admitting the children of staff in line with our admissions procedure.

We fully appreciate the time and consideration which go into applying for a new job. If there is anything we can do to help you through this process, please do not hesitate to ask.

We very much look forward to receiving your application.

Job Description



Post Title: IT Technician
Responsible to: IT Manager

Job purpose

To work with the IT Manager to ensure the smooth operation of the network, computers and printers to allow effective teaching, learning and running of the school.

Main duties and responsibilities

- To be the first point of contact for IT technical support for all areas across the school, escalating where necessary.
- Conduct regular maintenance on all teaching rooms to ensure all equipment is working optimally.
- Responsible for the daily management of the chromebook booking
- Arranging warranty repairs
- Ensuring all printers have the required resources
- Updating the asset register as we add and remove new devices from our system
- Managing user accounts; password changes, security groups or name changes
- Repairing/upgrading device's hardware (e.g. replacing HDD for a SSD)
- To update all job information on the ticketing system
- Working with third party companies on escalated issues
- To perform such other tasks as may reasonably be required by the IT Manager.

Work Conditions

- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to hand other computer components.
- Occasional inspection of cables in floors and ceilings
- Some heavy lifting may be required up to 10kg
- A substantial amount of work involving visual display units.



Person Specification

Person Specification	Desirable / Essential
Experience	
Degree in IT based subject or evidence of appropriate training undertaken in the past 3 years	E
Experience from either an IT customers services or support role	D
Specialist skills and knowledge	
Windows 10	E
MacOS Mojave to the latest version	E
ChromeOS	D
Printers and Scanners	E
Microsoft Office 2019	E
Computer Hardware	E
Google Workspace / Office 365	D
Other	
An energetic committed individual with a clear vision and unwavering commitment to excellence for all	E
Open and enthusiastic	E
A problem solver with a 'can do' attitude	E
Ability to multi task, prioritise, stay relaxed under pressure and deal with numerous challenges simultaneously	E
Willingness and clear commitment to be involved in extracurricular activities	E
Excellent emotional intelligence and interpersonal, communication skills	E

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties of the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.