



APPLICATION PACK

IT and AV Support Technician

I am delighted to provide an application pack for the role of IT and AV Support Technician at Guildford High School.

Our school is a remarkable place and has been educating girls since 1888. Around one thousand girls, age 4 to 18, from Guildford and its surrounding towns and villages, enjoy exceptional facilities and inspired teaching. Guildford High School comprises a Junior School and Senior School, both on the same site. Whilst providing all-through education, each School has its own distinct personality and girls join us at many different entry points.

We consistently boast some of the best academic results in the country; and have most recently been awarded The Sunday Times Southeast Independent School of the Decade. Our staff are integral to delivering high quality education to the girls in our care, inspiring them to think and learn creatively. We seek to recruit and retain dynamic teaching and non-teaching staff that share in our vision and commitment.

I would encourage you to visit our website and view our school film to find out more about our school: www.guildfordhigh.co.uk

You will need to apply for this role through our website: www.guildfordhigh.co.uk/vacancies where you will be directed to complete an online application form. Applications will need to be submitted no later than 8.30am on Monday 14 June 2021. Unless you stipulate otherwise, we retain all applications for up to six months.

If you have a disability that requires any specific requirements, please let me know when applying so that I can make the necessary arrangements.

May I take this opportunity to thank you for the interest that you have shown in employment at Guildford High School and for the investment of your time in this process. Please do not hesitate to contact me on 01483 543862 or human.resources@guildfordhigh.co.uk if I can be of further assistance.

I look forward to hearing from you.

Yours faithfully

Susie Mooney
Director of HR

HEADMISTRESS - MRS FIONA BOULTON BSC (HONS), MA



Job Description

Job title:	IT and AV Support Technician
Reports to:	Network Manager
Hours:	Full time, all through the year, 37.5 hours per week, Monday to Friday
Contract:	Permanent

Role overview

To provide first line support to staff and pupils via phone, email and in person. This will include general fault resolution of IT and AV equipment within the school, seeking guidance from IT colleagues when necessary and acting on requests from the Network Manager and Senior Technician – Theatre and Live Events.

Main responsibilities:

- To support teaching staff and students with first line ICT problems and queries.
- To assist staff and students with queries relating to how to use software and the systems.
- To assist with periodic asset checks.
- To assist the installations and upgrade of equipment.
- To assist with the day to day repairs of faulty equipment.
- To make small day to day changes to Active Directory.
- To support the interactive whiteboards.
- To install and upgrade software packages.
- To provide Audio Visual support.
- To provide fast and effective support to staff and student iPad usage.
- To support the IT needs of school exams and testing.
- To work with other IT team members on IT projects and upgrades.

This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organisation.

Person Specification – IT and AV Support Technician

The work of the IT and AV Support Technician is a varied and fast-paced. A flexible approach to duties is required as the range of tasks is wide and varies throughout the school year.

All applicants must already hold the legal right to work and reside in the UK and, if short-listed, be able to attend an interview at Guildford High School.

Specification	Essential	Desirable
Qualifications	5 GCSE's grade A-C including English and Mathematics	Good relevant honours degree (2.2 or above) or equivalent experience
Experience	A demonstrable logical aptitude for solving problems	
Skills	Ability to work with both technical and non-technical staff. Excellent interpersonal skills Attention to detail Organisational skills Ability to work as part of a team Strong knowledge of IT packages: Office, Outlook, Windows.	Knowledge of Windows 10 Knowledge of Active Directory Knowledge of iPads and Apple products
Personal Qualities	Willingness to learn on the job Keen interest in IT and AV A commitment to safeguarding and promoting the welfare of children and young people High levels of personal and professional integrity High levels of discretion, confidentiality and awareness of data protection A proactive, flexible and versatile approach A passion for excellence	

Terms and conditions

Contract type

Permanent, all through the year.

Salary

Up to £22,000pa

Days/hours of work

Monday to Friday, 37.5 hours per week.

Accountability

This post is accountable to the Network Manager

Start date

1 September 2021

Benefits

A range of benefits are offered including lunch during term time, discounted cinema tickets, retail discounts, staff development, contributory pension scheme, cycle to work scheme, childcare vouchers, car lease scheme, discounted gym memberships, health and dental plans.

HOW TO APPLY

You will need to apply for this role through our website: www.guildfordhigh.co.uk/vacancies where you will be directed to register and complete an online application form.

If you would like to speak with Susie Mooney, Director of HR, or Maria Drew, HR Administrator, please contact us on 01483 543862 or via email Human.Resources@guildfordhigh.co.uk

Applicants selected for interview will be informed within 10 days of the closing date for application. We do endeavour to respond to all applications; however, applicants who have not heard from the School by this time must assume that, on this occasion, their application has been unsuccessful.

Short-listed candidates will need to bring proof of their qualifications and their right to work in the UK to interview and be aware that references will be requested prior to interview.

Closing date: 08.30 on Monday 14 June 2021

Interviews will be held on Monday 21 June 2021