



AYLESBURY
GRAMMAR SCHOOL

Founded 1598

Recruitment Pack

IT SUPPORT TECHNICIAN

Application Deadline – Noon, Friday 5 November 2021

Contents

Welcome from the Headmaster

Our School

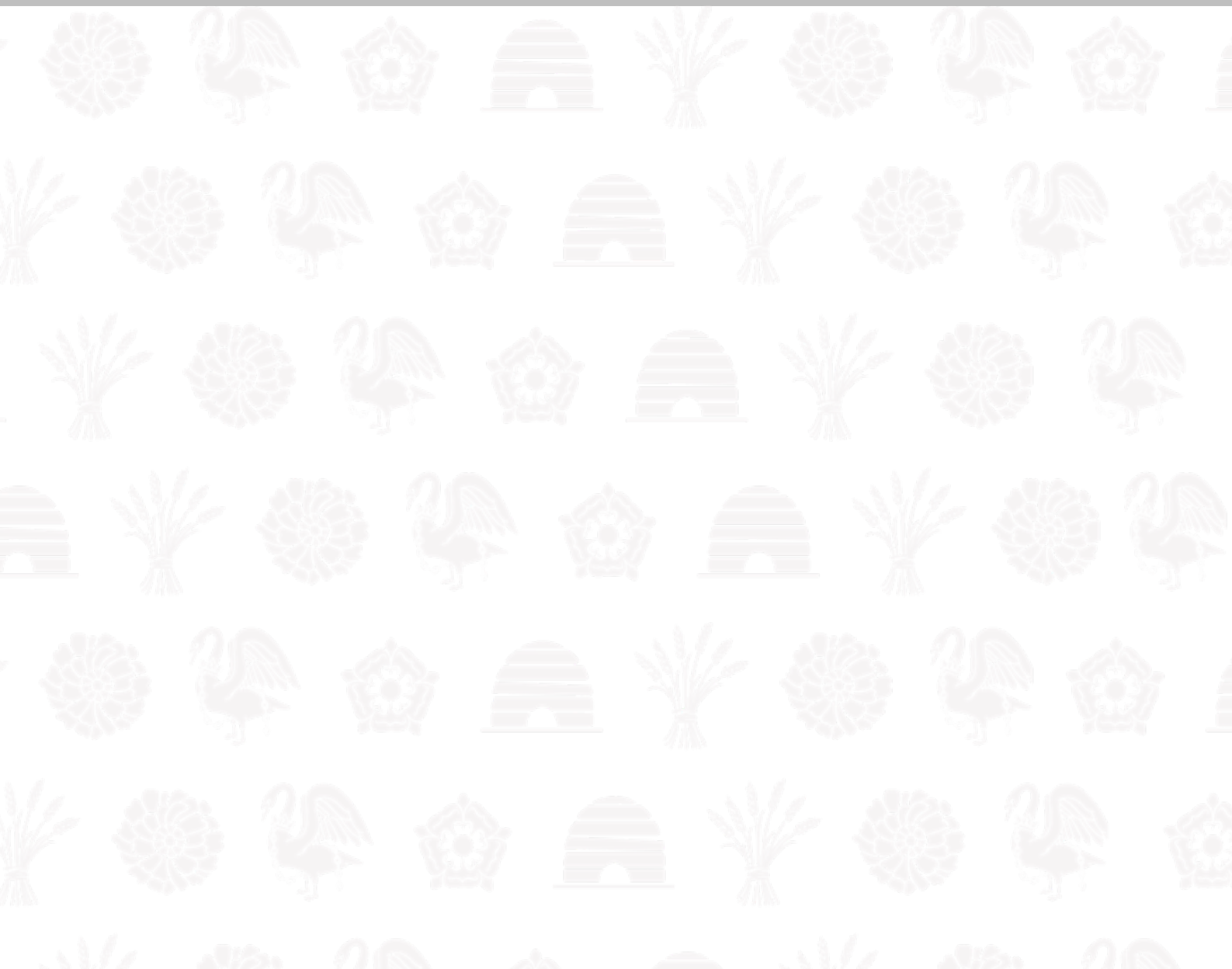
Role Description

Person Specification

Department Information

Guidance for Applicants

Staff Benefits





Welcome from the Headmaster

Dear candidates

Thank you for your interest in Aylesbury Grammar School. I am delighted you are considering being a part of our School.

As a member of our team, you would play a pivotal role in supporting the School to deliver an uncompromised curriculum and life enriching opportunities, together with extraordinary care and support.

As a School, we are expertly placed to enable our students to flourish whilst also ensuring they are well equipped to understand and meet the challenges they face with empathy and humility. Our staff know and understand each student to enable them to find their place in the world.

We have a School community of 1336 students, including over 400 in the Sixth Form. We employ over 140 staff across the School who are all committed to a culture of innovative teaching, learning and achievement through their pioneering expertise and with enviable support from the Governing Body, AGS PTA, the Old Aylesburian and wider Aylesburian community.

Our team is diverse with a healthy mix of youth and experience, with relationships between staff, students, and with parents, extremely positive and caring.

Key to this are our core values of respect for ourselves, our peers and our community, whilst aspiring to achieve the best we can in our relationships and our interests.

Aylesbury Grammar School has occupied the current site in the centre of Aylesbury since 1907 and is a long-standing part of the community. We have an innovative and ambitious School Development Plan to continuously evolve and improve. We benefit from an ambitious refurbishment plan which, in recent years, has included a new Science Centre with 15 state of art Science Laboratories, new Sixth Form Centre, Library, Health and Fitness Suite, and work on the extensive refurbishment of the Art, DT and Engineering building is due to start in the summer 2021, alongside the new School entrance area.

We are a School proud of its past but positioned to define its future. With nearly 425 years of history, we are forward-thinking and dynamic with a focus on exceptional learning and teaching, enrichment, and the development of our staff.

There is a selfless commitment amongst those who work here, and we welcome applications from high-calibre, positive and motivated people.

Kind regards

Mark Sturgeon
Headmaster



Our School



NURTURE YOUR CHARACTER



MOTIVATION

- ENCOURAGEMENT
- CHALLENGE
- RECOGNITION

EMBRACE OPPORTUNITY



INNOVATION

- ADVENTUROUS
- INQUISITIVE
- LIMITLESS

CELEBRATE DIFFERENCE



OWNERSHIP

- EMPATHY
- RESPONSIBILITY
- REFLECTION

LEAD WITH HUMILITY



RESILIENCE

- ADAPTABILITY
- PURPOSE
- TENACITY

FLOURISH IN ALL YOU DO



COURAGE

- FORTITUDE
- ENDEAVOUR
- SELF-EXPRESSION

PASTORAL CARE

- Extraordinary care and support
- Belonging and camaraderie
- Self-expression and identity

CURRICULAR

- Pioneering expertise
- Uncompromised curriculum
- Growth through achievement

EXTRA CURRICULAR

- Life enriching opportunities
- Self-discovery through participation
- Selfless commitment



PRODUCTIVITY



INDUSTRY



LOYALTY



INTEGRITY



UNITY

Our School



Floreat Ailesburia

Founded by Sir Henry Lee in 1598, Champion of Queen Elizabeth I, Aylesbury Grammar School was a 'free School for Aylesbury' with the vision to promote the local area to flourish through educating its young people.

In 1907 the School moved to its present site and became co-educational. In 1959 the creation of Aylesbury High School meant the girls moved next door and Aylesbury Grammar School returned to being a boys' School.

Despite the separate site, our strong links with our sister School remain and provide a unique opportunity for our boys to grow up in their formative years in the company of their female counterparts, whilst also benefiting from the advantages of focused learning amongst their peer group.

This unique collaboration provides a sensitive, mature and well-rounded interaction for our students to develop a true sense of character and to flourish in today's world.



Pioneering Expertise

Employing exceptional staff is the backbone to inspiring our young people to explore for themselves who they want to be and to find their place in the world.

We aim to recruit members of staff who are leading practitioners in their fields or who show outstanding potential. As well as appointing experienced staff, we also train those new to the profession recruited directly from university or those who have been successful in another career and seek a new challenge.

Professional development is at the heart of our approach. Time and resources are available to our staff whatever the stage of their career.

We use professional research and pioneering expertise both in and outside the School. We collaborate with international partners and always look to improve the School, ensuring it is uniquely placed to prepare the next generation of students and staff.



Belonging and Camaraderie

Our well-established House System provides a sense of ownership, belonging and a healthy level of competition and camaraderie.

It has a hugely positive impact on our community and for our students in their academic work, extra-curricular contribution and development into authentic, empathetic and resilient young adults.

For our staff, who are assigned to a House, it provides a shared sense of belonging, loyalty and camaraderie.



Life Enriching Opportunities

We actively promote self-discovery through participation, as well as encouraging the students to attempt new and unfamiliar activities to broaden their horizons.

These life-enriching opportunities are extensive with clubs and activities taking place enhancing classroom learning and enjoyment.

Our colourful range of music, drama, performing arts and clubs/societies provides all students with the opportunity to participate, to collaborate and be part of School life.

Our School



Self-Discovery through Participation

Physical activity is key to maintaining a healthy, active, balanced lifestyle, supporting physical and mental well-being. Our sports clubs and practices are open to all students, irrespective of ability and passion promoting a selfless commitment to their chosen sport.

Whether an elite, representative, House or recreational sportsman, the School encourages and provides opportunities for everyone to participate. School teams and matches involve a large number of students and nearly all students participate in the vast programme of House sports competitions.

Our offering is extensive ranging from cricket, handball, badminton, athletics, rugby, football, swimming, squash, tennis, basketball, and cross country.



Achievements

We are proud and remain humble that our School is consistently celebrated as one of the top state schools in the country – recently the top performing grammar school in Buckinghamshire for Value Added at A Level.

In Key Stage 3, GCSE and A Level, our students make outstanding progress and are prepared for the next stage of their education or chosen career with confidence.

The uncompromised breadth of the curriculum available enables all students to pursue the widest range of careers and studies at university or in the workplace. Through exceptional advice and guidance our students leave the School with aspirations to the most highly ranked courses and careers, at organisations and universities across the country where they will feel fulfilled and happy.



Role Description

IT SUPPORT TECHNICIAN

An enthusiastic IT Support Technician is required to join our dynamic IT Department.

Role purpose

- To provide 1st line desk and telephone technical IT support to staff and students and to assist the team with the development of the school's continually evolving IT facilities.

Main duties and responsibilities

- To be 1st line technical IT support
- To be responsible for and manage the IT helpdesk. Including:
Prioritisation of requests against set criteria
Logging requests when appropriate
Allocation to team members of requests
Monitoring of open requests to ensure prompt response and SLAs achieved
Call resolution communication sent
Analysing requests so that common trends and underlying problems can be identified
- To provide prioritised technical support to staff with IT related problems
- To be responsible for AV bookings, including assembly and exam setups
- To perform new staff IT inductions, including creation of ID badges, allocation of devices, and explanation of school systems
- To install, maintain, upgrade and test IT equipment and networks, cloud services, website and AV equipment
- To assist in the development and day-to-day management of the school network

- To assist in the monitoring of system performance, diagnose and resolve network, software and hardware faults and perform maintenance repairs and upgrades as required
- To allocate or manage staff and student logon credentials
- To have responsibility for the school IT rooms, mobile devices and AV equipment
- To help train and develop teaching and non-teaching staff in the efficient use of IT, including classroom equipment
- To keep themselves continually up to date with developments in IT
- To administer and monitor basic Health and Safety and audit checks, including hardware inventory, warranties and licences
- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands, as agreed with the IT Leader
- To take responsibility for health and safety in the workplace by undertaking risk analyses for the immediate work area and following guidance in the AGS Health and Safety Procedures Manual

Other duties

- To supervise students as directed on occasion
- To carry out any other duties that may reasonably be required by the Headmaster or the IT Leader
- The Headmaster may alter this job description, after discussing any alterations with you and giving you reasonable notice of the alterations



Person Specification

The successful candidate is likely to possess many of the following personal characteristics, experience, skills, and knowledge.

Qualifications (Essential)

- GCSE A*-C in English and Maths

Qualifications (Desirable)

- Any relevant IT qualifications

Knowledge and skills (Essential)

- Good knowledge and familiarity of software, hardware, Operating Systems, Active Directory environments, virtualisation, printers, servers, cloud computing, networking, G-Suite and Office 365
- The ability to manage maintenance and repair procedures
- The ability to assess and prioritize issues
- The ability to install, test and maintain hardware and software

Knowledge and skills (Desirable)

- Previous experience of working in an educational environment
- Familiarity with iSAMS
- Knowledge of educational software and hardware
- Ability to provide training to colleagues
- Ability to evaluate new technologies

Other Personal Qualities

- Passion for IT, keeping up to date with latest developments and applying that knowledge
- A commitment to the safeguarding and welfare of young people
- A willingness to learn new skills and technologies
- The ability to solve problems and make decisions remaining calm under pressure
- The ability to work flexibly and supportively with staff and students
- The ability to communicate clearly and effectively, and to understand the view of others
- Relevant practical skills

Guidance for Applicants

The Role Profile and Person Specification for this role are essential to the selection and recruitment process. They form the starting point for consideration of a candidate's eligibility for interview and guide the selection panel. It is important that you use both documents to prepare your application form. Application forms are to be found on the School website under Vacancies.

The Role Profile sets out the role, tasks and responsibilities to be undertaken by the successful candidate. It is a written statement of what is expected by the post holder. It provides basic guidance on day-to-day tasks and responsibilities. It includes information about the way in which the role should be approached and what the role needs to be successful.

The Person Specification sets out the criteria used to identify the most suitable candidate for the role. It specifies the particular experience, skills, knowledge and personal qualities required. The selection panel will use information from the application form to assess whether a candidate has met the criteria.

We are committed to treating all our applicants fairly and with respect, irrespective of their actual or assumed background, disability or any other protected characteristic.

Shortlisting

The procedure used to arrive at a short list will allow sufficient time for a thorough and rigorous analysis of all applications. A selection panel, the members of which will also make up the formal interview panel, will carry out shortlisting.

Decisions about who is invited for interview will be based on how well applicants meet the role profile and the person specification criteria.

References

References of shortlisted candidates will be requested before the interview. Referees will be contacted via email and, on occasion, may be contacted by telephone.

At least one referee should be your current employer and a contact at your last post working with young people if not currently doing so.

The Interview Day

During the Interview Day, we will take every opportunity to find out if you are the right person for the role. Similarly, it is an opportunity for you to find out more about the School and those who work here. The interview is a two-way process. We encourage you to visit us beforehand if you are able.

The Interview Day will offer you a range of different opportunities to demonstrate your potential to meet the requirements of the post. Some or all of the following activities and procedures may be used:

- Observed discussion with selected members of staff or learners on specific topics or area of leadership and management
- A task in which you may have to complete a practical piece of work which is related to the role, for example a time management or in-tray exercise
- Observation of teaching, if applicable
- A presentation
- A formal interview
- A tour of the School

Guidance for Applicants

The Panel

There will be a panel of interviewers. Interview panels are made up of senior staff and governors. A minimum of one person on the panel will have undertaken Safer Recruitment Training. In making the final decision whether to appoint, the following good practice guidelines will be observed:

- The chair of the interview panel will seek each panel member's assessment of each candidate and use these to inform the final decision
- Sufficient time will be given for the panel to deliberate on the decision
- The chair of the interview panel will summarise each candidate's written application, responses and references to support clarity in coming to judgements
- The method of reaching a decision will include discussion and gradual elimination and will be agreed with the interview panel in advance and made clear to all
- All papers relating to the interview process will be collated, one copy held confidentially, and all other copies shredded
- The statutory requirement that the full Governing Body should ratify appointments at Deputy Headteacher level and above will be fully met
- All appointments are subject to satisfactory references, DBS, proof of Right to Work, satisfactory checks on the Teaching Regulatory Agency and medical clearance

The interview will also include a 'personal' section where suitability for working with young people will be explored including questions on previous experiences. Aylesbury Grammar School is fully committed to safeguarding and promoting the welfare of young people.

Unsuccessful Candidates

Unsuccessful applicants are able to request feedback as a developmental opportunity.

Completed Applications

Completed Applications or for further information please contact:

Donna Miles, Headmaster's PA and HR Officer

Direct Dial – 01296 480223

dmiles@ags.bucks.sch.uk

Links

Aylesbury Grammar School Teacher Application Form - <https://www.ags.bucks.sch.uk/about-us/vacancies/>

Equalities Statement - <https://www.ags.bucks.sch.uk/wp-content/uploads/2020/12/Equality-Statement-Objectives-Compliance-Dec-2020.pdf>

Privacy Notice - <https://www.ags.bucks.sch.uk/wp-content/uploads/2019/03/Privacy-notice-for-job-applicants.pdf>

Staff Benefits



Long Service Awards

As a Bucks school we participate in the long service award scheme for 5, 10, 15 and 25 years' service.

5 years - support staff receive an additional 5 days annual leave / holiday pay

10 years – all staff receive a payment of £100

15 years – all staff receive a payment of £150

25 years – all staff receive a gift up to the value of £300

Cycle to Work Scheme

As part of a salary sacrifice scheme a bicycle and accessories can be purchased using the Cycle to Work scheme. Repayments are deducted from your gross monthly salary which means you will pay less income tax and national insurance whilst also spreading the cost.

Support Staff Annual Leave

The annual leave entitlement for full-time employees is dependent on salary range.

22 days for salary range 1-3

23 days for salary range 4-5

25 days for salary range 6-12

A further 5 days holiday is added after 5 years' service.

Parking

Free parking for staff is available on site.

Pension

Eligible staff are automatically enrolled into the relevant pension scheme:

Teachers' Pension Scheme (TPS) for Teaching Staff

Local Government Pension Scheme (LGPS) for Support Staff

Both schemes are Defined Benefit Schemes. That means, the amount you'll receive at retirement depends on your salary and how long you have paid in and not on the performance of any stock market investment.

Employee contribution rates are dependent on salary and range from 7.4% to 11.7% for Teachers and 5.5% to 12.5% for Support Staff.

Aylesbury Grammar School also makes generous employer contributions to both schemes, currently 23.68% TPS, 22.8% LGPS. The minimum contribution a UK employer must make to a pension scheme is 3%.

Life cover is also provided by way of Death in Service benefits payable to your nominated beneficiaries.

Education Support Partnership

Aylesbury Grammar School provides staff with free of charge access to the Education Support Partnership, offering confidential advice and counselling 24 hours a day, 365 days a year.

Use of School Gym

AGS has a large fitness and conditioning room which includes free weights, weight machines, two multi-gyms, exercise bikes, cross trainers, and rowing machines. This facility is extensively used by the students and is staffed by a Fitness and Conditioning expert before school, at lunchtimes and after school. The facility is available for staff use with the agreement of the Director of Sport.

Nurturing Character since 1598



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