



ICT Technician

Full-Time | Permanent

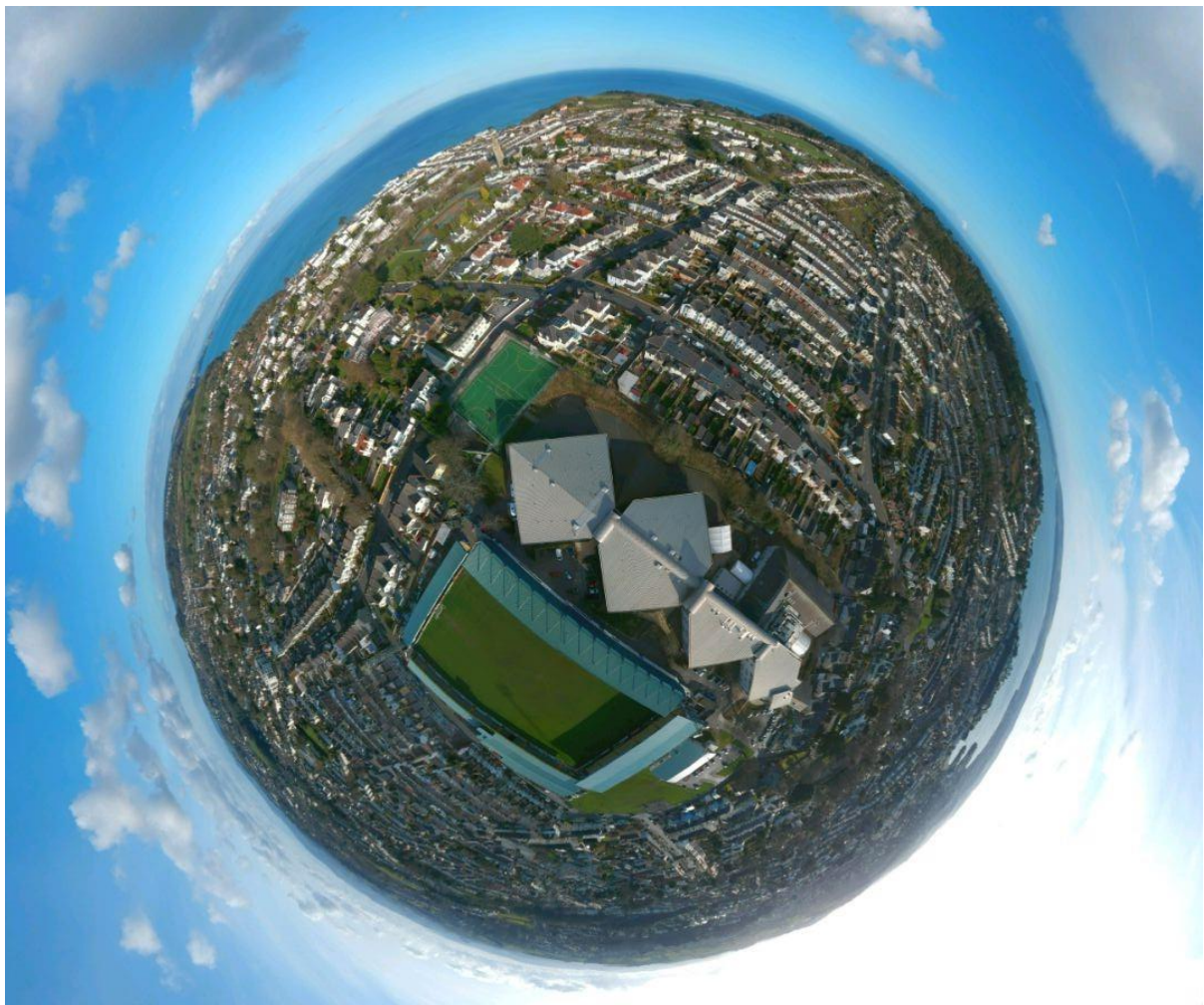
Closing Date: Thursday 24 November 2021

Interviews: w/c 29 November 2021

Thank you for your interest in this position at The Spires College. This brochure is designed to provide you with information about the specific role and department, the college and our community. We welcome prospective candidates to contact the college for further information or to arrange a visit. Contact details are on the last page.

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Dear Candidate

I am delighted that you have requested further information regarding the position of **ICT Technician** at The Spires College. As Principal, recruiting new colleagues is really exciting. I am committed to providing an excellent education for every child in our learning community and every new member of staff adds something more to strengthen our team.

The Spires College has a very positive, friendly atmosphere. The staff care passionately about the well-being of the children and our students are vibrant, enthusiastic and affable. The concept of community is something that I

believe is essential for a successful school and we all strive to ensure that every member of our community feels valued, and contributes positively to College life. Our primary focus is, and will always be, developing superb teaching and learning across all areas of the College. Pedagogy underpins all we do and all staff at The Spires College are committed to their own learning. We have keen, willing learners who really want to receive a first class education. However students can only learn effectively when they are well equipped to do so, and so high quality ICT systems and support are essential.

Working in the education sector provides a unique challenge and an exciting opportunity for anyone wanting to pursue a career in ICT. The role is both rewarding and varied and impacts upon the lives and prospects of many young people. The transferable skills and experience gained in this sector are invaluable and unequalled in any other ICT job.

Working at The Spires College is tremendously rewarding and this role is a fantastic opportunity to make a real difference to young people's lives. As a College, we are firmly committed to continuous professional development for all and we invest heavily in developing our staff at all levels.

You are very welcome to visit The Spires College to help you decide if this is the role for you. Contact details are on the last page of this brochure.

With best wishes

Alex Newton
Principal



The Role

The successful candidate will be working alongside our Network Manager to continue an ongoing programme to refresh and maintain the College's ICT facilities, along with attending promptly and courteously to ICT support required by our students, teachers, support staff, and guests.

We are currently redesigning our ICT network to be able to cope with modern workloads and changing requirements both internally and externally, focussing on security and usability. We run Hyper-V servers on multiple hosts, based on the Server 2019 OS that contain much of the application workload. The file storage and email is based around Microsoft 365 (predominantly for staff) and Google Workspace (for students) allowing good access to communication tools from any connected device. Printing is linked to the Papercut solution, authenticated using digital ID badges. We have an HP switching network, which is connected via 10Gb fibre to many hub rooms around the college and a Ubiquity WiFi implementation providing good access to services in all areas. To help with the maintenance of all of this equipment we have an internal Helpdesk system which is simple to use and is used to prioritise reactive tasks.

Requests for IT support are received throughout the college day and beyond via help-desk emails, by phone or in person. The reasons for requiring IT support are widely varied, ranging from simple tasks such as changing toner cartridges or resetting passwords to issues that require in-depth investigation, calling upon personal expertise and involving liaison with external providers.

Weekly hardware checks are undertaken across the college, with particular attention being required for designated IT classrooms and for laptop trolleys in order to ensure that all equipment is in good working order, with any issues being logged and rectified.



The College

The Spires College is a co-educational, 11-18 school with a bilateral stream. It is situated in the Plainmoor district of Torquay, within the Local Authority of Torbay. There are currently approximately 1100 students on roll, 39% of whom are in receipt of Pupil Premium funding. We are a friendly, caring college which puts the needs of our children at the heart of all we do.



Academic progress is obviously vital but we also place a high value on the provision of enrichment opportunities that help our students to grow into responsible, confident and considerate young adults. Underpinning all of this are excellent standards of pastoral support and care that allow children to feel safe and valued.

The Spires College is one of very few schools in the country with bilateral streams. This allows us to take up to 60 students each year into a selective

stream (out of a 210 PAN). Torbay is an area with a selective, grammar school system, where parents can choose for their child to take the '11+' test if they wish for them to apply for a place at one of the selective schools in the area. Our bilateral stream allows us to maintain a truly 'comprehensive' intake because it means we admit students of all abilities and backgrounds.

We have a modern, purpose-built building offering fantastic facilities for both students and staff alike. All full time teachers have their own classroom. We are committed to the professional learning of our teachers to ensure classroom practice is as good as it can possibly be. Every teacher follows a personalised CPD programme based on individual needs and interests, and every teacher is involved in research and professional reading.



Previously Westlands School, the college was renamed The Spires College in 2015 to mark the significant changes that were taking place at the school. New leadership had instigated changes to expectations, policy and pedagogy by this point, and an outward-facing change was needed to demonstrate to the community just how much things were changing for the better. An Ofsted judgement of 'good' in 2017 and a continually improving trend in outcomes followed, and today the college is over-subscribed with a reputation for combining academic success with an inclusive, family-friendly approach.



To give prospective candidates an idea of what it is like working at the college, we asked some of our more recently appointed staff to explain why they chose to work here and what their experience has been like. This is what they said...

Role:	Teacher of Music
Time at the College:	1 year and 3 months

Why did you want to work here?

The Spires College appealed to me as it looked like an exciting and forward thinking place to work. The Spires was in its fourth year since rebranding as a College when I joined and I was really impressed by how much the school had achieved in such a short space of time. Compared with other schools in the area, The Spires stood out as being independent. This appealed to me, having experienced academy chains with a 'one size fits all' approach to education. At the time that the vacancy came up, I was looking to relocate and the location of the Spires College, being in Torbay attracted me to the area as well.

What was your interview day like?

I was impressed by how welcoming and friendly all of the staff and students that I met on the day were. Obviously I was nervous but I felt that because everyone I met was so friendly and genuine when I spoke with them, it helped to alleviate my nerves somewhat and it put me at ease. The structure of the day was well thought out and I felt that I had ample opportunity to learn all I wanted about the college and the post I had applied for.

One of the things that stood out to me was how open and sincere the leadership team were when they did the introductions to the college in the morning and during the interview. It felt refreshing to hear members of the leadership team speak so fervently and confidently about their own ethos around how education is delivered at The Spires College. It was really clear that a well-rounded and broad curriculum for children is the most important aspect of the College. In addition, the trust and faith in the teaching staff at the college was held in equal importance to this.

What are the most notable things about working here?

As I have mentioned previously, the trust that is put in the staff working at the college is excellent. I personally feel valued as a member of staff working here and the recognition I have received for the work I have put in has been very rewarding. I feel like there is a genuine sense of team spirit and all staff are working to the same goal of making the college the best place it can be for the children that attend. We are given excellent opportunities to take ownership of our personal staff development. It is something that the school have invested heavily in and I feel that I have opportunities to be reflective of my own practice and I am able to push myself and try to develop and share new ideas to improve my teaching. The way in which heads of year work with students, tutors and pastoral managers is really consistent and effective too. Working in the music department, I feel very lucky that we have access to a wide range of high quality instruments, rehearsal spaces and equipment. The space and facilities gives me the opportunity to be more creative when designing schemes of learning and allows me to offer a broader range of musical experiences to the students at the College. I have worked in several schools throughout my teaching career but I have never worked in a school that has such a good quality SEND department. There are a high number of support staff and all that I have worked with have been excellent in supporting students in my lessons.

Would you recommend working at The Spires College and why?

Yes. When I was appointed at The Spires, I took a step down from my previous role as a head of department and moved nearly 300 miles to work at the school. This was a difficult decision as it was a big move for me and my family and I had a good reputation in my previous school where I had built up a successful department over a number of years, so it was a lot to leave behind. It didn't take long for me to settle and feel happy at The Spires. As mentioned above, this is due to a number reasons but mainly because of how well the school runs. The children that attend are a diverse range of people with a great attitude and they are a pleasure to teach. I enjoy coming to work and feel valued as a teacher. I feel like the leadership decisions are carefully considered and made with the best interests of students and staff at heart. As a result, the direction that the school is moving in is positive and forward thinking. I feel valued, supported and happy in my role at The Spires College and would happily recommend it to anyone.

Role:	Director of Sixth Form
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Time at the College:	Joined September, 2019
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Why did you want to work here?

Having worked in Torbay for 15 years I was aware of the dramatic changes that had occurred at the College since it was rebranded. When the advert for the Director of Sixth Form position came up I spoke to friends and colleagues more about the College and was met with overwhelmingly ringing endorsements of what the College had achieved and what it stood for. When I visited the College for a tour I was really struck by the tangible air of positivity throughout the building; with the staff you meet upon arrival, the teaching staff, the building itself and, most importantly, the students, there is a real sense of community.

Upon visiting the College I was inspired and enthused by the real love of learning that is at the very heart of the community. The commitment to ongoing, meaningful CPD with individual personalised learning programmes gives the opportunity for teachers to engage with what they love – learning! Surely every teacher enters the profession because they love learning, not only the learning of students but their own continuous learning. It is what keeps us fresh!

What are the most notable things about working here?

1. The students! In a short space of time I was able to establish positive, meaningful relationships with students and, in doing so, we are able to work together to make a huge difference in their lives. This is a community where there is a broad demographic of students and one where there is a significant amount of deprivation. Working in this community it is clear that we are making a meaningful impact on the life of each student.
 2. The love of learning that is shared by all. The commitment to the holistic development of students is matched with a commitment to the holistic development of staff through professional development and personalised learning programmes.
 3. The staff – there is a real sense of community
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Role:	Assistant Head of Science
Time at the College:	5 Months

Why did you want to work here?

The Spires College provided me with an opportunity to work in an ambitious, enriching and purposeful school. The college has a wide demographic of students which makes it a highly rewarding and challenging place to work. The huge number of extra-curricular activities available to all year groups demonstrated that the College places a high value in developing well-rounded young people.

What was your interview day like?

From the point I was offered my interview I felt valued and welcomed by the College. All communication was positive and gave me a real sense of the ethos of the College. My interview day was well organised, professional and allowed me to get a good understanding of the College. The Principal was on hand to answer questions, which she answered with great honesty, openly discussing strengths as well as weakness and areas for improvement. All staff I met on the day, from admin staff to SLT, were equally happy to engage in discussions about the school - highlighting the sense of community within the college but also the importance of the school in the wider community. I left my interview wanting the opportunity to work at the college, knowing that it would be a fantastic place to improve both as a teacher and as a leader.

Would you recommend working at The Spires College and why?

Yes, 100%. The Spires College is a unique place to work offering fantastic opportunities for staff development, but its core purpose is clear: it wants all members of its community to grow, learn, enjoy and excel.

Role:	Deputy Head of Creative Arts and Technologies, Teacher of Drama
Time at the College:	Beginning my fourth year at the College

Why did you want to work here?

I was informed of an opportunity to work at the College by a former colleague and came over for a visit and tour. I remember being surprised on my arrival that this was done by the Principal. From the minute I entered the College and began discussing the journey the College was on and the future plans for the Creative Arts and Technologies Faculty with Alex, I knew this was a place that was moving forward. I was excited by the scope of opportunity the role would provide me and the vision and personal drive Alex had for the College.

What are the most notable things about working here?

The thing I always tell people about working at The Spires College is that in my entire time of working here I have never had a request turned down that I felt would enhance our students' experience at the College. Alternatives may be suggested and compromises may be made, but I have been astonished at the level of support given by the leadership team to allow me to succeed and ensure our students are given every opportunity to achieve on a national scale. I feel that as a College we work incredibly hard to support the whole student, not just at the times they enter our classroom, but in every aspect of that child's school life. This obviously

begins with the pastoral team, with which I have been lucky enough to work, who offer a level of care and attention that, at times, goes above and beyond the job description. Finally, the thing that makes this school such a pleasant and positive place to work, is that the staff as a whole, from the caretakers to the Principal, are all totally invested in working to make the College the best possible school it can be, and when so many people have such a clear common goal it creates an exciting and energising place to work.

Role:	Teacher of History, Part time
Time at the College:	Second term at the college, but I have worked here as a supply teacher on a part time basis over the previous year.

Why did you want to work here?

Since being welcomed into the college though my time here as a supply teacher, I have had such a positive experience. The staff are friendly and welcoming and there is such a positive emphasis on teaching being an evolving profession with good CPD opportunities. Staff are treated as individuals with lots to offer and there is a good team atmosphere. My department is very supportive and friendly. Students are, of course, at the heart of what we do and enjoy being in the classroom.

What are the most notable things about working here?

The friendliness of both staff and students; walking along the corridor there is a positive feeling to the college. The way the college is set out in pods lends itself to working together and brings departments together. I feel that we all work together as a team who want the best for the students but also to be inspired educators. My classroom is well resourced with what I need to produce good lessons, it is modern and an inspiring place.

Would you recommend working at The Spires College and why?

Yes absolutely: the way I was welcomed into the college and the encouragement and freedom I have to teach and inspire the students is refreshing. I have autonomy over how I deliver the curriculum and there are opportunities to share good practice. As a teacher I have a great responsibility to support and educate young people and The Spires College has made this opportunity an exciting one.

Role:	Teacher of Geography
Time at the College:	One Term

Why did you want to work here?

I was first attracted to the College by the information pack created for the job advertisement. There was a clear sense that the school knew its own direction of travel and trajectory. The strong exam results the school had gained were evidence of the quality of the teaching here, and the clear emphasis on the importance of CPD tied in with my own teaching philosophy. Another feature that was really important to me was that I was looking for a school that had high expectations of both pupils and staff, and wasn't afraid to enforce these. Finally I was looking for a school that had clear structures and systems in place for the day-to-day running of the school, and it was easy to find these through the website and the plentiful communication to parents.

What was your interview day like?

The first thing I would say about my interview day is that the information presented to me beforehand was extremely helpful, and more thorough than any other interview I have been to, particularly regarding practicalities such as parking. Having some assistance with these areas really helped me to relax and focus on the tasks the day would involve. I was also helped beforehand by the class teacher whose class I was taking, as he was happy to help me with resources and understanding the class context before the day. On the day itself I was really impressed by the members of the SLT that I met, and the values that govern their approach. Their transparency was refreshing and confirmed my previous thoughts about the quality of the leadership at the school. The rest of the department I would be joining were also really friendly and welcoming, which helped to settle nerves! The school building also struck me as a nice environment to work in.

What are the most notable things about working here?

The quality of the professional development is very high and teachers are equipped individually and collectively to be the very best that we can be. New ideas and approaches are valued, whilst expectations are high of both students and staff. I feel that the department I work in is really well-resourced and that ambition to improve is widely shared amongst all staff.

Would you recommend working at The Spires College and why?

I would thoroughly recommend working here, as I have enjoyed this year so far more than any other year in my teaching career. I am excited by the journey the College is on, and the opportunities that we are able to present to our students. I can't think of a better context to work in if you are ambitious for your students and seeking to improve as an individual practitioner. And if you think that Torquay is too far for you to travel, don't! I live just off junction 27 of the M5 (close to Tiverton) and it takes me roughly 50 mins: it's definitely doable!

Role:	Teacher of Design and Technology
Time at the College:	One Year

Why did you want to work here?

I had a friend here who suggested that I applied for the job as she enjoyed it here so much.

What are the most notable things about working here?

The very supportive SLT and the great students.

Would you recommend working at The Spires College and why?

I would definitely recommend The Spires College as a place to work. In eighteen years of teaching I have never worked in such a supportive school. The SLT are approachable and supportive. My work colleagues have been nothing but friendly and inclusive. Last but not least the students, who have been welcoming and are extremely well behaved.

We also asked all staff how they feel about working at the college: what are the best bits and would they recommend it to others. Here's what they said...

Role:	Lead Practitioner for Mathematics
Time at the College:	6.5 years

Would you recommend working at The Spires College and why?

I would wholeheartedly recommend working at The Spires College. Teaching here I feel valued as a professional, taking responsibility for my own development as a teacher through action research in a supportive environment where evidence-based practice is valued. There are opportunities for leadership experience and further professional development at every level; for instance, in the past year I have been supported through completion of the Chartered Teacher Programme, had experience in leading group coaching sessions for middle leaders, and led a strand of the college's professional development programme. There exist opportunities for progression within the College's leadership structure; within the last five years I have held several positions of responsibility in the mathematics department, culminating in my current position as Lead Practitioner, and I have also held the position of Acting Head of Year 11 and spent a year on secondment to the Senior Leadership Team.

Role:	Head of History
Time at the College:	1 week!

As a new member of staff I would say that the support and the welcome I've received at The Spires College has been exceptional, not only from my own department but also from IT, SEN, Pastoral Support, Senior Leadership and Support/Admin staff.

Role:	Head of Year
Time at the College:	11 years

Don't hesitate to apply! You will be working in a supportive environment that values the importance of continuous development, for staff as well as students. The opportunity for people to further themselves professionally and personally will be noticeable as soon as you enter the building.

Role:	Head of Year
Time at the College:	16 years

It's a place where your opinion counts and you are given opportunities to flourish and develop as a teacher. The college is continually evolving into something bigger and better.

Role:	Teacher of ICT
Time at the College:	1 term

I was apprehensive about moving to a new school but I did not need to worry. The Spires College has an excellent induction programme, meaning I felt very prepared before my first day. My department were incredibly welcoming and could not do enough to help me settle in. The school has given me great support with behaviour management and offers an extensive CPD programme. After one term, The Spires College definitely feels like the school where I belong.

Role:	Teacher of Geography
Time at the College:	7 years

I really enjoy the level of enthusiasm from our students and the enjoyment they get from learning about new topics. Students are polite and inquisitive with a keen sense of identity to their local area and the College: an identify of which they are proud.

Role:	SEN Specialist Teacher
Time at the College:	one term

The school has a lovely atmosphere, the kind of atmosphere where you feel empowered to work to the best of your ability. The staff are friendly and support one another all the time, no matter how small the query is.

Role:	Head of IT
Time at the College:	25 years

I feel the best thing about working at TSC are the people. Our students are fantastic and really value staff who care about them. The relationships between staff and students are what makes TSC the best place to work. This, combined with a staff team that support and look after each other, is why I love my job. Whatever I need to get my head around, there is always someone who is happy and willing to share their ideas, views or experiences. We are a team.

Role:	Teacher of MFL
Time at the College:	5.5 years

The best things about working here are students who engage with staff, come to lessons with a smile and are keen to do well, and working with a team of passionate colleagues who love what they do.

Role:	Teacher of DT
Time at the College:	4 years

I have been teaching for 27 years and have worked in numerous schools in different areas of the country. I have been at The Spires College for 4 years and I can genuinely say this is the most supportive school I have ever worked in. SLT actually care about their staff's wellbeing and strive to make sure teachers have a work/life balance. They show empathy in dealing with teachers' needs beyond the classroom. Staff are supportive of each other and work across subject areas to deliver the best education possible for the students. I wouldn't want to teach anywhere else!

Role:	Pastoral Support Manager
Time at the College:	1 term

Having recently transferred from a primary to secondary school provision I cannot recommend The Spires College highly enough. From the warm welcome from both students and colleagues to the support provided on a daily basis, this is a truly an inspirational college to work in. I can honestly say every student counts and there is a real ethos of children first. It is a pleasure to be part of such an outstanding team whose focus each and every day is to support every student in reaching their full potential.

Role:	Teacher of Art
Time at the College:	3.5 years

I moved down from Nottingham and find the journey to and from work really good (half the time of trying to drive through a busy city centre).

I love the ethos of the school and its commitment to develop strong teachers. In comparison to other schools I have worked at, I find senior leaders are much more willing to listen to ideas and concerns and also allow teachers freedom to explore their own practice. So many other schools are becoming very prescriptive.

Role:	LSA
Time at the College:	Three years

Working at TSC has proved to be one of the most rewarding career choices I have made to date. I work with such lovely people, and there is a great sense of team spirit and camaraderie! Every member of staff is so well supported, whatever their role within the school community, and the enthusiasm we all have is reflected in the success of our students at all levels. TSC is a very well run school, and I'm so proud to be in a position to be involved in the college's continued success!

Role:	Teacher of MFL (NQT)
Time at the College:	1 term

I have been at The Spires College for four months and I have received some truly amazing support from colleagues not just in my department but from other areas of the school as well. What I like most about working here is that I am encouraged to think for myself about how I can support our students. I am given the freedom to develop and try new ideas in the classroom, knowing that we are not just interested in immediate outcomes but the processes of learning instead. This means that I work in a department that is constantly thinking about how we can improve and make the language learning journey as productive and enjoyable as possible for our students. Alongside this, I have been overwhelmed by our students' genuine desire to develop into well rounded young adults (or the vast majority, at least!). We have an interesting, unique, and warm student base and it is a privilege to be able to help them through their journey into young adulthood.

Role:	Teacher of History
Time at the College:	19 years

The strength of working at the Spires College is you're allowed to be a teacher! We all enter the profession because we want to educate young people about, and to express the beauty of, our subjects. The opportunity to nurture the learning of each pupil isn't available in too many schools now.

The Spires College isn't like most schools. Working here allows autonomy in teaching, whilst expecting each teacher to expand their own love of learning as well as their classes'. There are high levels of expectation, motivation and support to engage with professional learning in order to improve the learning environment for each student. That isn't to say that the expectation is to just regurgitate from academic literature: the expectation is to critically evaluate its worth in an educational environment and to make it fit the needs of our pupils and the subject that we teach.

In essence, if you want to teach, become a member of The Spires College team. You will not regret your application. Teaching is at the forefront of our ethos. The enjoyment of teaching and learning is our *raison d'être*. Combined, they produce a potent weapon and achieve results. The Spires College allows you to really focus on your practice and develop as a critical thinker, learner and teacher, whilst encouraging the students to do likewise.

Role:	Teacher of English
Time at the College:	One year

This is the best school I've worked at for its dedication to research and development of teachers. I've never had such a good CPD programme and I'm aware of so many more researchers and their work than ever before, which is having a direct and exciting impact on my own practice.

Role:	Specialist LSA for EAL
Time at the College:	10 years

There are many reasons why it is good to work at TSC:

- you work in a modern, fresh environment with outstanding facilities;
- all staff are friendly and welcoming;
- members of SLT are supportive and fair;
- you become part of a wide team, especially with your own department;
- you are challenged to give the best of yourself in your specific role and in your duty of care;
- the school has a clear ethos;
- the Principal has clear aims and objectives for this ever progressing school;
- the school invests in the learning of each student;
- you are a positive role model in the college;
- there isn't a day which is dull or uninteresting.

Role:	SENDCo
Time at the College:	nearly four years
I love being part of the team at The Spires College; I am treated as a trusted professional and there is good quality in-house CPD for developing pedagogy and classroom practice. The school has an outstanding inclusion ethos with a diverse student population being supported in achieving their full potential. Staff are active in supporting students who participate in our numerous extra-curricular activities such as school plays and musicals, overnight cultural and language trips, Duke of Edinburgh Award and Ten Tors, including Jubilee Challenge for our SEND students.	

Role:	Administrative Roles
Time at the College:	Fifteen years
The Spires College is a real community within a community. Staff at all levels are very supportive of the children in our care and of each other: celebrating successes and coming together in times of adversity both professionally and personally. There is never any doubt that colleagues, whatever their role, will rally together and there is a genuine 'all hands on deck' approach whenever necessary. The principal purpose of any school is, of course, the education of children and the consistent improvement in teaching and learning at TSC is evident from measures and outcomes. However, less easily measured is care. As more responsibility for the personal welfare of children and their families is carried by schools I have witnessed this school step up to, and beyond, the mark to ensure that the pastoral care here is second to none. The school centres on the whole person in the knowledge that well supported and nurtured children will not only have better educational outcomes but will benefit socially and mentally. There is not a one size fits all mentality here and I believe that all of our students benefit because of that. There can't be a much better endorsement than this being the school I have chosen for my own children to attend. I simply wouldn't want to work anywhere else.	

Role:	Assistant Head of English
Time at the College:	9 years
For me, the most notable thing about working at the College, is the community that has been built. All of the staff genuinely care about the lives of young people and work really hard to make sure they are given the best possible chances. There is a huge amount of positivity among the staff and students in the College. The department I work in is collaborative and really supportive; they work with one another for the benefit of everyone. I would recommend working at The Spires College because it is genuinely a brilliant place to work. I really do love coming to work each day.	

Living and working in the South West

Found on the 'The English Riviera,' Torquay is a coastal town in Devon. The population of this seaside town (65,245) accounts for as much as half of the wider Torbay area, a unitary authority containing Torquay and two other towns, Paignton and Brixham. The English Riviera offers 22 miles of beautiful coastline, with sandy beaches and tranquil countryside. Due to its unique geography on the South Devon coastline and countryside, the English Riviera has been awarded designated UNESCO Global Geopark status, one of only 7 geoparks in the UK and 140 in the whole world.



Over the last few years, this area has seen much improvement and

benefits from ongoing regeneration, securing its place as not only a traditional Devon seaside resort, but also an up and coming area not just for tourism, but for education and investment too. Recent upgrades to the trunk road network in south Devon mean that The Spires College has a travel to work area which extends far beyond Torquay and includes nearby seaside towns, sleepy villages, lively market towns and the vibrant cities of Exeter and Plymouth. Large parts of south Devon are classified as areas of outstanding natural beauty nestled between a dramatic coastline and Dartmoor National Park.

The region has much to offer people of all ages. Restaurants, cafes and bars are plentiful and the whole of this area of the South West has gained a reputation for offering fresh, local food. With the coast and the splendour of Dartmoor almost on your doorstep, there are abundant opportunities to keep busy and live happy, healthy lifestyles.

Approximate travel times* from:

Dawlish:	25 minutes	Newton Abbot:	15 minutes
Exeter:	25-30 minutes	Okehampton:	45 minutes
Honiton:	45 minutes	Plymouth:	1 hour
Ivybridge:	45 minutes	Teignmouth:	15-20 minutes
Kingskerswell:	15 minutes	Totnes:	20 minutes
Kingsteignton:	20 minutes		

*These are averages given by colleagues who commute from these places daily.



Job Description

ICT Technician



Salary:	Grade D SCP 5 to 6 is £19,312 to £19,698
Contract Type:	Permanent / Full-Time (37 hours per week)
Accountable to:	ICT Network Manager
Commencing:	As soon as possible

Introduction

This Job Description outlines the purpose and key tasks required to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties / specific tasks may be varied from time to time, without changing the general character of the job or the level of responsibility entailed. This will allow flexibility for the college to respond to changing priorities and also support and enhance individual professional development. It is the practice of the college to examine job descriptions periodically, update them and ensure that they relate to the job performed, or incorporate any proposed changes. This procedure will be conducted by the Principal/Line Manager in consultation with the post holder.

Job Purpose

- ▲ To support the enhancement and operation of the learning environment of the college;
- ▲ To support in the provision of a high quality education for the students of the college.
- ▲ To provide a high standard of technical support to staff and students assisting in the use of ICT within the school environment through the maintenance of school ICT software, hardware and related peripherals.
- ▲ To support the monitoring, evaluation and continuous review of the quality and effectiveness of ICT operations within the college.

Specific Responsibilities

- ▲ Answer phone calls and manage helpdesk tickets responding to requests for assistance in an appropriate manner by having a detailed understanding of the incident and its impact on education and the business of the college.
- ▲ Provide classroom support to teachers and students.
- ▲ Help to enforce the College's Acceptable Use Policies for staff, students and visitors.
- ▲ Installation and general maintenance of the college computer software and hardware ensuring maximum availability.
- ▲ Resolve problems with software or hardware where possible or, where not possible, liaison with the ICT Network Manager or relevant agency to effect the repair or solution.

- ▲ Network maintenance including the setting up, amendment and removal of user accounts as appropriate.
- ▲ Undertake updates to the security of the school's network, to include carrying out software and hardware updates as required under the guidance of the ICT Network Manager.
- ▲ Help to monitor and administer the college systems, including Office 365, G Suite, printing and telephony.
- ▲ Help to maintain an accurate asset list of hardware and software licenses to meet audit and legal requirements.
- ▲ Liaise with relevant outside agencies to solve IT issues and implement recommendations.
- ▲ Ensure that IT equipment and work areas are kept clean and tidy and meet health and safety guide lines at all times.
- ▲ Keep up to date with software applications and new technology.
- ▲ Have a working knowledge of, and comply with, the Data Protection Act and GDPR.
- ▲ Carry out such other duties as are required and as are commensurate with the grade of the post.

General Responsibilities

- ▲ Support the enhancement and operation of the learning environment;
- ▲ Support teaching staff in the provision of a high quality education to our students;
- ▲ Support other support staff by covering their duties if they are absent from work;
- ▲ Support the process of college development planning;
- ▲ Take part in the college's appraisal scheme;
- ▲ Comply with all college policies;
- ▲ Undertake appropriate training as and when required;
- ▲ Self-manage time to ensure all tasks are completed as directed by the line manager;
- ▲ Meet as required with the Line Manager to review work and determine priorities;
- ▲ Support the maintenance of good administrative practices in the college;
- ▲ Respond positively, at all times, to the needs of students, parents, colleagues and governors;
- ▲ Supervise a whole class in an emergency situation;
- ▲ Carry out any other duties as designated by the Principal or their representatives within capability as determined by the Disability Discrimination Act;
- ▲ Help create a strong college community, characterised by consistent, orderly, caring and respectful relationships;
- ▲ Help develop a college culture and ethos that is utterly committed to achievement;
- ▲ Help to create and sustain a positive learning culture;

- ▲ Support the behaviour of students;
- ▲ Act as a role model for students particularly in dress, punctuality, behaviour, language and conduct.

Health and safety

You will:

- ▲ Adhere to school health and safety policies/procedures and current statutory health and safety requirements.
- ▲ Attend training as and when required for the purposes of safeguarding children and corporate safety.
- ▲ Ensure school is immediately notified of any issues that may affect your right to maintain enhanced clearance to work on the school site (DBS).

NB. This post is subject to satisfactory enhanced level verification by the Disclosure and Barring Service

Person Specification

ICT Technician



We are looking to appoint someone who:

- ▲ Believes in the potential of all young people to achieve highly
- ▲ Enjoys working in a supportive role
- ▲ Is passionate and keen to improve access to education for all

You must have:

- ▲ A good standard of literacy and numeracy indicated by English and Maths GCSE at Grade C (or equivalent qualification)
- ▲ Experience of working in ICT network support
- ▲ Excellent organisational skills with the ability to work to tight deadlines and deal with competing demands and priorities.
- ▲ Patience and a calm, level headed approach
- ▲ Enthusiasm and passion for IT

You will be:

- ▲ Adept at building positive working relationships and work effectively with colleagues
- ▲ Enthusiastic and keen to work in a forward-thinking, inclusive school
- ▲ An effective communicator who is able to negotiate
- ▲ Professional in manner, actions and appearance, approachable, flexible, respectful and confidential.

Post-specific requirements:

- ▲ Ideally, experience of working in a school or with young or vulnerable people
- ▲ A good knowledge of ICT network hardware and software diagnostics
- ▲ Core knowledge of ICT practices to NVQ3 level or equivalent
- ▲ Problem solving abilities and a willingness to learn from your own experience and that of others

How to apply

As a college, we are committed to safer recruitment and, as such, can only accept applications that are on the college application form. These are available on the website or as a download with all of our job advertisements. Please contact us if you have any difficulty accessing this. Please note that a CV is not required and will not be accepted as a replacement for a fully completed application form. Please complete all sections of the form **in full**.



The application form includes space for a supporting statement or letter of application. This is a really important part of the selection process and we weight it heavily in our short-listing process. Please use it to show how you have the skills, knowledge and experience to carry out the role for which you are applying to a high standard. Please also ensure it is written in a sensible font and size!

Your fully completed application should be returned to Nadine Osborne, the Principal's PA, **by midday on Thursday 25 November 2021**, preferably by email to: jobs@thespirescollege.com. Please title your email "Application for ICT Technician".

If you do not receive an acknowledgement of your application by the deadline, please contact the college.

Please contact our ICT Network Manager via email to jMcKenzie@thespirescollege.com if you would like to have an informal, confidential discussion about the role.

The Spires College

Westlands Lane

Torquay

TQ1 3PE

Tel: 01803 400660

www.thespirescollege.com

Thank you for your interest in The Spires College

