



GREENSHAW
LEARNING TRUST



COMMITTED TO
EXCELLENCE

GREENSHAW HIGH SCHOOL

Senior IT Technician Recruitment Pack

**ALWAYS
LEARNING**

A Warm Welcome from the Headteacher

Dear candidate,

Thank you for your interest in joining Greenshaw High School. This is a truly unique opportunity to join our community and ensure that our vision of increasing the life chances of our students continues, both within our school, and across the Greenshaw Learning Trust.

Greenshaw is a highly over-subscribed 11 to 19 mixed comprehensive secondary school and sixth form situated in Sutton, South West London. There are currently 1900 students on roll, with over 200 staff providing teaching, pastoral care and other support across the school. We are a successful and popular school with an established record of nurturing high levels of attainment in its students. We provide a first rate-teaching environment that challenges all students to achieve their very best and an individual pastoral support programme to guide them in this endeavour.

At the heart of our enterprise are our core values, with their emphasis on equality of opportunity, respect for others and the value of learning. Upon these foundations we have built a thriving educational establishment, where students have flourished and continued to study a wide range of subjects at some of our country's most prestigious universities.

Our staff play an integral part in the achievements of the school and its students. Should you join us, you will work alongside an exceptionally committed and professional staff, guided by experienced middle leaders who will equip you with the support, training and resources you require to become the very best in your chosen area.

I would encourage you to visit the school's website www.greenshaw.co.uk to find out more about our school. We do welcome visits prior to application. If you would like to arrange a visit or if you would like any further information, please contact the school's HR team at recruitment@greenshaw.co.uk.

If you feel that you have the skills, experience and drive to help support the school's vision and its students then please do read on. We are ambitious about diversity and inclusion and very much look forward to receiving applications from candidates whose personal qualities and values reflect those in the person specification and whose experiences place them in a strong position to deliver the challenges set out in the job description. We encourage applications from candidates regardless of age, disability, gender identity, sexual orientation, pregnancy, marital status, religion, belief or race.

I look forward to welcoming you in person at Greenshaw High School soon.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nick House'.

Nick House, Headteacher

Greenshaw Learning Trust – ‘Always Learning’

The Greenshaw Learning Trust is a successful multi academy trust that provides high quality comprehensive, non-selective and inclusive education. The Trust is committed to meeting the needs of every student and our schools offer a broad curriculum and wide range of special needs provision in a welcoming and challenging environment.

We are extremely proud of our success, but we are not complacent. We believe that we can – as an academy trust, as schools and as individuals – always improve. We believe that we are all ‘Always Learning’.

Each school in the Greenshaw Learning Trust is led by its own leadership team and a local governing body, which have the support of the wider Trust to help them achieve their objectives for their school. Being part of the Trust provides our schools with an effective structure to ensure that they achieve real benefits from collaboration and receive the support that they need. Our culture of trust and openness fosters mutual support and continual improvement.

School-to-school collaboration is enabled by regular contact between school leaders and joint training and development, supplemented by a shared service team of specialist pedagogical and support service experts. Our shared services provide a wide range of effective, rapid and flexible support, advice and guidance to our schools, including curriculum support, staff training and development, admissions, attendance, behaviour, safeguarding and SEND, family liaison, therapies, data management, estates and facilities, finance, HR, catering, and governance.

From its establishment in 2014, the Trust has grown significantly and currently employs around 2,150 people and educates over 14,000 students. We have approval to open a new secondary school and secondary special school in South London and we are planning to grow further over the coming months and years.

The Greenshaw Learning Trust Mission Statement

We are ambitious for our schools and their students. We believe that there is no ceiling on what can be achieved by anyone, regardless of their circumstances or background.

We are committed to providing a supportive and inclusive learning environment, giving every young person the opportunity to fulfil their potential now, and in the future.

We seek to realise the power of individuals and organisations working together in collaboration whilst retaining their individuality, and we recognise that we can always improve.

Greenshaw Learning Trust Employee Benefits

The Greenshaw Learning Trust recognises its employees as its most important asset and are aware that the quality and commitment of employees is critical to success. All employees are offered the following benefits:

Cycle to Work scheme

You can make huge savings on a bike and permitted accessories when you sign up to the Cycle to Work scheme through the Greenshaw Learning Trust. Your Cycle to Work scheme will be implemented via a salary sacrifice arrangement whereby you agree contractually to a regular reduction from your gross salary to cover the cost of the bike and accessories, therefore making tax and National Insurance savings.

Gym Discounts

As an employee of the Greenshaw Learning Trust, you can benefit from discounts at over 2900 gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities across the UK. Even if you are currently a member at one of the listed gyms, you may still be able to benefit from a corporate discount.

Employee Assistance Programme

Life – there's a lot to juggle. Work, family, relationships, finances, health, the list goes on. Sometimes, meeting the demands of your work and personal life can be a real challenge. As your employer, we recognise this and therefore feel it is important that we provide you with an Employee Assistance Programme (EAP) to help take the strain when you need some extra support. Your EAP can save you time, and help reduce stress and anxiety, improving your well-being and freeing you up to focus on other things.

My Health Programme

This scheme offers physiotherapy, counselling, nutrition and lifestyle coaching and clinic based assessments. All services are chargeable but are offered at a competitive price.

Eye Care Voucher Scheme

The Greenshaw Learning Trust is committed to fulfilling responsibilities for the health, safety and welfare of its employees. Eye tests will be provided to ensure users can comfortably see the screen and work effectively without visual fatigue. If a DSE user requests an eye test, the Trust will provide one. If the test shows that the user requires glasses specifically for DSE work, the Trust will cover the cost of these glasses.

Green Car Scheme

The Greenshaw Learning Trust is delighted to introduce Tusker, a salary sacrifice scheme that offers its staff the opportunity to offset salary in exchange for a brand new electric or hybrid car. The scheme will contribute to the GLT commitment to reducing emissions and improving its carbon footprint. A fixed monthly amount is taken directly from your gross salary and in return you have the use of a new car.

Senior IT Technician

NJC Pay Scale (Outer London) 6/SO1 points 18 - 25, £27,978 - £31,557 per annum

36 hours per week, Full time and Permanent contract

Start date: Immediate

This is an excellent opportunity for a highly motivated and committed individual to join Greenshaw High School as our Senior IT Technician. The successful candidate will assist the IT Manager in providing an efficient, effective and resilient IT network system that supports the teaching, learning and administrative needs of the school. For the right candidate, this is a fantastic opportunity to use their technical know-how to make a difference to the lives of our staff and students.

Working Hours

The normal working hours will be 36 hours per week, however flexibility and the ability to work outside of the normal working hours is required. Typically, the working pattern will be:

Monday to Thursday	08:30 – 16:30
Friday	08:30 – 16:15

The above hours include a daily unpaid break of 45 minutes.

Holiday Entitlement

The annual holiday entitlement is 24 days, subject to the completion of six month's service. This will increase to 27 days on completion of five year's continuous Local Government Service. The successful candidate will also receive an additional 3 days annual holiday entitlement in accordance with a local agreement in place at the school (subject to change in accordance with the needs of the school).

Salary

Salary on appointment will be determined subject to experience and qualifications. Salaries are paid monthly on the last working day of each month.

Local Government Pension Scheme

The successful candidate will automatically become a member of the Local Government Pension Scheme. Details of the Local Government Pension Scheme are available from the website: <http://www.lgpsmember.org>.

Probationary Period

New employees will be required to complete a six-month probationary period.

Disclosure Check

This appointment is subject to the receipt of a satisfactory Disclosure and Barring Check.

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Applicants are, therefore, not entitled to withhold information about convictions, which for other purposes are “spent” under the provisions of the Act, and, in the event of employment, any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to any application for positions to which the Order applies.

Occupational Health

The appointment is subject to satisfactory Occupational Health clearance.

General

Conditions of service, including provision for holiday allowances, holiday pay, sick leave and sick pay allowances, will be in accordance with the award of the National Joint Council for Local Authorities, Administrative, Professional, Technical and Clerical Services.

Senior IT Technician - Job Description

The IT team are a well-established and integral support function at Greenshaw High School, responsible for the day-to-day operation of the IT networks and hardware, ensuring that they effectively support teaching and learning, as well as the administrative service across the school.

The Senior IT Technician will assist the IT Manager in providing an efficient, effective and resilient IT network system that supports the teaching, learning and administrative needs of the school. This includes assisting the IT Manager in researching new technologies, developing, configuring, maintaining, supporting and optimising all new and existing network hardware, software and communication links.

The Senior IT Technician will report to the IT Manager.

The main duties and responsibilities will include:

Main Responsibilities

- Deputising for the IT Manager in their absence;
- Take responsibility for the configuration, deployment and maintenance of all network infrastructure equipment and to maintain the Windows domain including Servers, Databases, SCCM, WSUS, Backups and Disaster Recovery. This will include:
 - Installation, configuration and maintenance of Layer 3 switches, using VLANs for traffic management and maintaining detailed, up to date documentation of the network infrastructure;
 - Management of the Xirrus Wi-Fi system to update application control and guest access as identified and required, using RADIUS policies to enable school device and BYOD user access;
 - Configuring deployment schemas for rolling out images, driver updates, windows updates and software updates for all Microsoft Windows systems using SCCM and WSUS;
 - Maintaining, developing and implementing appropriate security protocols using Group Policies for the Microsoft Windows Domain to ensure safe, appropriate access while protecting the systems from accidental and deliberate acts that may endanger the network and the data it holds;
 - Monitoring and intervening with the security software deployed to protect the network from Viruses, Malware and hacking;
 - Ensuring the school has adequate system and database back-ups configured and successfully running, including to off-site data repository;
 - Ensuring all disaster recovery protocols are reviewed and tested on a regular basis;
- Overseeing the setting up of equipment for assemblies and events;
- Leading on projects for installing, configuring and maintaining IT hardware throughout the school;
- Supervising in-house repairs of IT equipment including organising warranty repairs, where appropriate;
- Ensuring all IT provision for staff and students is adequate and fit for purposes;
- Contributing to the coaching and mentoring of the IT Technician;
- Using the IT Support Helpdesk system effectively to detail work resolutions and progress;

- Working with the IT Manager to improve and develop the school network infrastructure to ensure appropriate IT Systems access for all staff and students to support teaching and learning and all other functions required as a school;
- Monitoring and identifying specialist software upgrades for the departments, providing advice and assistance as necessary;
- Contributing to the development of clear user documentation;
- Ensuring all school data is secure and protected as required under GDPR Legislation;
- Assisting staff and students with the operation and accessing of IT equip, memnt and software;
- Undertaking appropriate training that is identified to update skills as necessary;
- Being responsible for supporting staff in the use of school provided equipment on and off site, and to configure appropriate and secure remote access where necessary;
- Being flexible to support IT Support cover over multiple sites within the Trust in the local area;
- Be aware of and comply with policies and procedures relating to child protection, equal opportunities and race equality, health and safety, confidentiality and data protection, reporting all concerns to an appropriate person;
- Undertake any other duties commensurate with the post as may be required by the Headteacher.

Whilst every effort has been made to explain the main duties and responsibilities for the post, each individual task undertaken may not be identified.

The job description, in consultation with the post holder, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.

Senior IT Technician - Person Specification

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Shortlisting is carried out on the basis of how well you meet the requirements of the person specification. **When you complete your statement of suitability, you should mention any experience you have had which shows how you could meet these requirements.**

	ESSENTIAL	DESIRABLE
Education, Qualifications and Training	• An IT qualification or certification E.G. ITIL or applicable professional qualification • A minimum of 5 GCSEs or equivalent at Grade C/4 or above, to include English, Maths and a Science/technical subject • Willingness to undertake ongoing professional training	
Experience and Knowledge	• Experience within an IT support environment, including a good understanding of ITIL • A good working knowledge of IT hardware and software (<i>please refer to job description for further details</i>) • A good working knowledge of common software applications	• Experience or knowledge of the support of IT and AV equipment • Experience of supervising and training others • Previous experience of working in a similar role in an educational setting, ideally a secondary school • Experience with network switch configuration and management • Experience with server and domain configurations and maintenance
Aptitude and Skills	• Excellent customer service skills • Well-organised • Ability to use initiative and demonstrate a methodical approach to problem solving	

	• Enthusiasm for technological developments and a willingness to learn new skills • Ability to prioritise effectively and work to tight deadlines • Ability to work efficiently under pressure and be flexible to respond to an evolving environment • Strong interpersonal and communication skills • Ability to work constructively as part of a team and build and form good relationships with colleagues	
Additional Requirements	• Knowledge and understanding of the education sector, a desire to work in a comprehensive school, and a willingness to contribute to various aspects of school life • Able to appropriately deal with confidential information • Desire to enhance and develop skills and knowledge through CPD • Demonstrate a commitment to safeguarding and the highest standards of child protection • Commitment to the school's ethos, aims and its whole community	

The Application Process

How to Apply

To apply for a staff vacancy, please register for an online account to complete the application form. The recruitment process is managed through your online account and you will be kept up to date with the progress of your application.

The completed online application form should be accompanied by a statement of suitability of no more than two sides of A4. In the application form and personal statement, you should demonstrate how you meet the requirements set out in the Person Specification. Please include specific examples which support your application. CVs should not be submitted.

Applications must be received no later than **09:00am on Tuesday 4th January 2022**. Applications received after the deadline will not be considered.

Please note: the school reserves the right to close the vacancy early in the event of a large number of applications.

Shortlisting

Shortlisting will be finalised **shortly after the closing date**. Shortlisted candidates will then be invited by email to attend an interview. Please make sure that you have clearly indicated an email address on which you can be reached. References will be taken up after shortlisting if consent has been provided.

Interviews

Interviews will be held **shortly after the closing date**. The interview process will consist of an interview task and a formal interview.

Feedback

Unsuccessful shortlisted candidates will have the opportunity for professional feedback during the week following the interviews.

Additional Information

For further information, please contact the school's HR team at recruitment@greenshaw.co.uk.

Greenshaw Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS and barred list check.