

RECRUITMENT PACK



IT Technician

Employment Status	Full Time • Permanent
Employment Location	Framlingham College Prep and Senior School
Application Closing Date	Applications will be viewed upon receipt, you are therefore advised to apply at your earliest convenience.
Interviews Week Commencing	To be confirmed

IMPORTANT INFORMATION

Framlingham College is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.



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Framlingham
COLLEGE

WHERE EVERY PUPIL CREATES THEIR OWN STORY



Welcome from the Director of People

Dear Applicant,

Thank you for your interest in the position of IT Technician at Framlingham College.

Framlingham College is a co-educational day and boarding school comprising of the Prep School in the beautiful surroundings of Brandeston Hall, and the Senior School which is set in the stunning surroundings in the market town of Framlingham. Curiosity and inquiry are at the heart of a vibrant learning culture and at Framlingham College we believe that every child should experience the joy that is to be found in learning. A Framlingham College education aims to nurture essential skills and habits – adaptability, teamwork and good decision-making for example – by weaving them into the curriculum. We are determined to prepare our young people for their adult world.

We require an IT Technician to join our busy department. The successful candidate will be responsible for providing IT support to all of our staff and pupils. This will involve responding to Helpdesk calls and installing and maintaining all IT hardware and software and associated equipment. The successful candidate will have some experience in a similar role and possess good communication skills.

Hours of work are 37.5 per week Monday to Friday, plus up to ten Saturday mornings per academic year. The post attracts an annual salary of £20,000 – £22,000 dependent on skills and experience, plus complimentary gym membership and complimentary pension scheme. A free lunch is provided each day that the kitchen is operational.

If you have a disability or long term illness that otherwise prevents you from meeting any of the essential criteria listed in the person specification, please contact us to discuss whether a reasonable adjustment can be made.

We are always excited about enthusiastic, like-minded professionals joining our school and very much look forward to receiving your completed application.

Best wishes,

Sally Wood

DIRECTOR OF PEOPLE, FRAMLINGHAM COLLEGE

How To Apply

Before applying, you are strongly advised to read through the Application Guidance Notes and Job Applicant Privacy Notice (available on our website).

Please submit a cover letter outlining your suitability for the role together with an application form. CV's will not be accepted in substitution for completed application forms in the absence of good reason. CV's may be submitted **in addition** to the application form in order to supply additional background information.

Applications will be viewed upon receipt, you are therefore advised to apply at your earliest convenience. The interview date is to be confirmed. You will be notified of a date if you are shortlisted for interview.

Please send your cover letter and completed application form to: **The HR Department, Framlingham College, College Road, Framlingham, Suffolk. IP13 9EY.** You can also email your application to: **recruitment@framlinghamcollege.co.uk**

All information within your application will be treated confidentially.

References

All successful appointments at Framlingham College are subject to receipt of two satisfactory references and all applicants will undergo child protection screening, including checks with previous employers and the Disclosure and Barring Service. Further information can be found within the Application Guidance Notes.

Employee Benefits

The successful candidate will be eligible for the following benefits upon commencement of employment:

- Competitive rates of pay;
- A free lunch each day when the kitchen is operational;
- Free parking for all employees;
- Auto-enrolment into a contributory pension scheme with Legal & General;
- Access to a pensions adviser;
- Professional development and ongoing CPD through internal and external training;
- Personal Accident Insurance;
- 24/7 access to our Employee Assistance Programme;
- Complimentary membership of Framlingham College Sports Centre, which includes access to the swimming pool, gym, tennis and squash courts;
- FramSoc membership, which includes free or discounted admissions to seminars in the College Theatre or Chapel;
- Cycle to Work scheme;
- Discounts with many local businesses within Framlingham;
- Family Swimming Sessions at Framlingham College Sports Centre;
- Two-week Christmas Shutdown.

Job Information

Reports To

IT Manager

Job Location

Framlingham College Prep & Senior School

Hours

37.5 hours per week (plus approximately 10 Saturday mornings
[08.30 - 12.00] per annum)

Weeks

52 weeks per year

Holiday

25 days, plus bank holidays

Pension

Contributory scheme available

Job Description

JOB PURPOSE

To support end users, diagnose and rectify technical IT issues, complete administrative functions and operate the helpdesk system. Contribute fully to the smooth operation of the IT department and other aspects of IT development, support and training as and when required.

KEY RESPONSIBILITIES

This is not an exhaustive list and the post holder will be expected to show flexibility and assist with other tasks of a similar nature. The post holder will be expected to work at Framlingham College Prep School as well as Framlingham College Senior School as necessary.

- As part of a team of skilled IT professionals, operate the helpdesk on a rota basis. Diagnose and rectify faults effectively and speedily paying special attention to the core business purpose of teaching and learning.
- Contribute to the wider functioning of the IT Department including working at the Prep School on a rota basis in term-time.
- Assist with regular routinely tasks within the department relating to hardware and software maintenance and projects where necessary.
- Contribute to reviews of software and hardware for compatibility with College systems by ensuring that all proposed equipment and software is compatible both with the current systems. Advise where necessary on the purchase of equipment and software to ensure that it does not conflict with current systems.
- Ensure records of hardware and software inventories are kept up to date, advise the IT Manager on the status of these inventories. Ensure all new equipment is installed with security tags.
- Appreciate the value of communication internally with other colleagues, hand-overs and notification of technical issues as well as



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externally with clients.

- Work with the IT Manager to support managers and other stakeholders to develop the capabilities of the system to meet their needs.
- To have a strong empathy with the organizational objectives of Framlingham College.
- Attend necessary training courses as determined and agreed by the IT Manager.
- Remain proficient and aware of current technologies and developments in IT and hence to attend as and when required relevant professional development courses.

It is the post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact with, to adhere to and ensure compliance with the school's Safeguarding Policy at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare or children in the school s/he must report any concerns to the school's Designated Safeguarding Lead.

This Job Description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties. Employees will be expected to comply with any reasonable request from management to undertake work of a similar level that is not specified in this job description. It is understood that areas of responsibility are from time to time subject to review and are negotiable in the light of the needs of the school and the professional development of the staff.

Person Specification

E = Essential • D = Desirable

QUALIFICATIONS

	E	D
Educated to A Level or equivalent.	✓	
Relevant computing qualification.	✓	
A full driving licence.		✓

PROFESSIONAL EXPERIENCE

	E	D
Knowledge of Windows 10 and Mac OS.	✓	
Knowledge of software and network integrity and security.	✓	
Excellent problem solving and resolution abilities on a wide range of software, hardware and network issues.	✓	
Good knowledge of server operating systems.		✓
Good knowledge/ understanding of Active Directory, TCP IP, DNS and DHCP.		✓

PROFESSIONAL COMPETENCIES & SKILLS

	E	D
Recent experience of working in a busy IT Environment.	✓	
Background in IT.	✓	
Experience gained in a school environment.	✓	

PERSONAL ATTRIBUTES

	E	D
Strong communication skills, both oral and written.	✓	
Ability to diagnose and assess needs of end users and develop appropriate and effective applications.	✓	
Good attention to detail.	✓	
Well organised.	✓	
Team player with ability to work autonomously.	✓	
Effective time management skills.	✓	
Approachable and friendly nature.	✓	
Ability to work under pressure.		✓

SAFEGUARDING CHILDREN

	E	D
Awareness of safeguarding children issues.	✓	
Knowledge of safeguarding children legislation and good practice.		✓



Our Location

Framlingham College comprises of the Prep School in the beautiful surroundings of the idyllic neo-Tudor Brandeston Hall beside the River Deben in the village of Brandeston, and the Senior School, set amongst stunning surroundings in the market town of Framlingham - approximately five miles from Brandeston.

The town of Framlingham pre-dates its mention in the Domesday Book of 1086 and is perhaps most famous for its castle. This magnificent monument occupies a hill on one side of the town's mere, while the Senior School campus tops the rise opposite.

On Tuesdays and Saturdays, the town centre hosts a busy market selling food and drinks, gifts and collectibles. Framlingham boasts a range of independent shops, covering practically every need, while the numerous eating places and pubs cater to almost every taste.

Just a few miles from Suffolk's Heritage Coast - embracing Aldeburgh and Southwold, amongst many other seaside locations - Framlingham is about 35 minutes by car from the county town of Ipswich, 40 minutes from Bury St Edmunds in the west of the county and an hour from the city of Norwich in Norfolk.

There are regular trains from Ipswich to London's Liverpool Street station. London Stansted Airport and Norwich Airport are each just over an hour's drive away from Framlingham.

About Framlingham College

Framlingham College is a co-educational, independent boarding and day school for pupils aged 3 - 18.

The College embraces pupils with a wide range of interests and abilities and offers a huge number of co-curricular activities and sports that complement our academic curriculum and enrichen our pupils' experience. We believe that learning happens within and beyond the classroom; our pupils and staff have high expectations of and for themselves within a supportive and aspirational environment. We believe in instilling curiosity, a spirit of enquiry and a love of learning for learning's sake, in every pupil.

Our vision is to develop in each child the knowledge and skills they need to thrive as global citizens in their adult world.