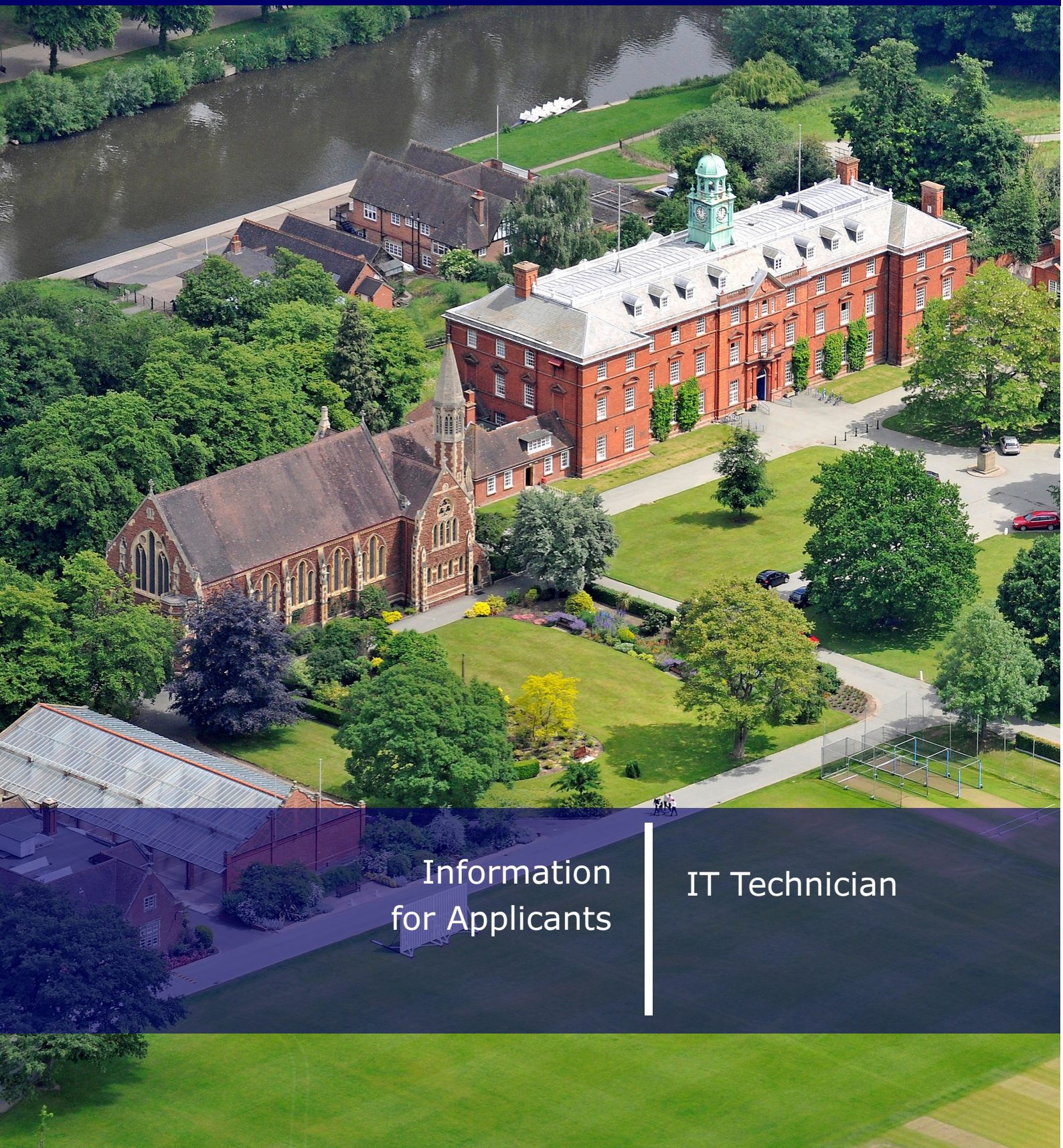




# SHREWSBURY SCHOOL



Information  
for Applicants

IT Technician

**Shrewsbury School, The Schools, Shrewsbury, SY3 7BA 01743 280834,**

**[recruitment@shrewsbury.org.uk](mailto:recruitment@shrewsbury.org.uk)**



# SHREWSBURY SCHOOL

## Headmaster's Welcome



Having moved to Shropshire with my wife and young family relatively recently, I can speak with first-hand experience of the warmth of welcome offered by the School community and indeed within the town of Shrewsbury. It really is a friendly, gentle yet invigorating place to live and work.

The School's 110 acres have the feel of a village gathered around a green. Stunning architecture complements the natural beauty of ancient trees and open spaces that are meticulously maintained. We wholeheartedly believe that children and staff alike respond to the inspiration of their surroundings. There can surely be fewer more uplifting places in which to live, work and learn. Staff morale is high and there is a shared sense of purpose which is energising. The pupils are a diverse crowd who are united by a willingness to participate and enjoy all that the school has to offer.

We have an excellent staff development programme ensuring that colleagues are stimulated to keep growing as professionals.

Above all, it is a community where the individual is celebrated and encouraged to become the fullest and best version of her or himself: this goes as much for the staff as it does the children in our care.

Thank you for your interest in Shrewsbury School. I hope that this document will encourage you to go ahead with an application for this very important role.



# SHREWSBURY SCHOOL

## Teaching at Shrewsbury

Shrewsbury's academic provision endeavours to be exciting, challenging, responsive and versatile. We want pupils to be engaged in a learning process that combines inspirational experience with the sort of rigour and precision that will prepare children not only to produce the sort of spectacular public exam results that they so routinely do, but also to be empathetic, innovative and leading contributors to the world beyond the school gates.

We believe that education is the process by which children are brought into contact with the world and we take this responsibility very seriously, giving careful thought to the values and behaviours we model and communicate. Above all else, we aim to engender excitement and enjoyment and to cultivate a love of

learning for its own sake both in the class-room and well beyond it!



## Support staff at Shrewsbury

Support staff provide management and operational support, in various careers, which enables teachers to focus on the teaching and learning of our pupils. We believe that having motivated and enthusiastic staff who want to support teaching and learning is critical to our academic provision.

We will always strive to achieve the highest possible standards in the breadth and quality of our curriculum, the provision of our facilities and resources and achievements, whether academic, sporting, musical, theatrical or artistic, of our pupils and our staff.

Shrewsbury delights in the uniqueness of its education; a blend of values, traditions and inspiring people. Our staff are our greatest asset with both teaching and support staff inspiring our pupils through their dedicated professional support.

Why work for us - take a look at our video:

<https://www.shrewsbury.org.uk/page/why-work-shrewsbury-school-video>



# SHREWSBURY SCHOOL

## Employment

We employ approximately 520 staff, across a wide range of occupational areas. We accept Newly Qualified Teachers, as well as recent graduates and work placements or work experience, apprentices and volunteers. All appointments are based on our safer recruitment interview process.

All new members of staff are given a comprehensive programme of induction to help familiarise them with Shrewsbury life. Their Line Managers and buddy mentors are there to assist the transition to Salopian life and support both professionally and personally.

Continuous Professional Development (CPD) is a key part of the support staff's structure throughout the year; Shrewsbury School is committed to the continuous professional development of its staff.

Individual training needs are identified both informally, through probationary reviews in the first 12 months of employment, and then through a formal Annual Appraisal Review Programme.



## International Links

The links between Shrewsbury UK and its first licensed international sister school in Bangkok, the Riverside Campus, which opened in 2003, have grown stronger and stronger. 2016/17 saw further development of this link, with the signing of the Licence Agreement for a second school in Bangkok, Shrewsbury International School City Campus, to complement the success of the Riverside Campus. Now there are three Shrewsbury International Schools, the two in Bangkok and another in Hong Kong, which was opened in 2019, with further schools scheduled to open in China.



The international and mother school share a commitment to encouraging intellectual curiosity and respecting diversity, and have formed a close and effective partnership over the years. They exchange best practice and perspectives from their own operating contexts via regular staff visits and via Governors who sit on the Boards of both schools. Over the years Shrewsbury UK graduates have visited Bangkok to enjoy gap years there.



# SHREWSBURY SCHOOL

## Job Description

### MAIN PURPOSE OF ROLE

The IT Technician will provide technical support for IT, Audio Visual (AV) equipment and infrastructure throughout the school. The role is a first line "hands on" technical position that will develop and maintain to a high standard, the support for the school's network, systems, staff and students.

### MAIN RESPONSIBILITIES:

#### Desktop, Application & AV Support:

- To promote the use of IT and AV and provide technical support to departments and school wide events. This includes the setting up, operating and dismantling of IT and AV equipment including PCs, printers, screens, projectors and TV/DVDs.
- To help with the prioritisation of help desk jobs within the IT Team, answering telephone support calls and fulfilling help desk requests.
- To support desktop and user issues and help and advise staff and students with hardware and software problems arising from the use of IT equipment within the classroom and across the school.
- To purchase and replace ICT consumables.
- To help with installing, upgrading, configuring, testing and maintaining hardware and software including PCs, BYOD devices, printers, switches, CCTV, telephone and door access systems, two-way radios and Sky TV. Also information management and data systems.
- To help with backup management by administering and maintaining Microsoft shadow copy, Veeam software, server tape drives and media; ensuring these are maintained and changed in accordance to school policies. Data would need to be backed up and restored when necessary.
- General housekeeping including the setting up and archiving of system user accounts, redundant files, sharing of drives and files and ensuring a secure environment by using NTFS file permissions, Microsoft Group Policies, Active Directory and Deployment services, antivirus, antispam, web filtering and other best practice security techniques.
- Liaising with outside agencies for faults/repairs of hardware/software that is under warranty and/or is part of a service level agreement.
- Production and updating of technical manuals, user guides, network topologies and equipment inventories.
- Auditing, testing, branding and logging of new hardware/software on arrival in the network inventory.
- Ensuring a clean and tidy work environment in compliance with health and safety laws.
- Communication with the Director of IT Services and IT Network Manager to illustrate progress and issues regarding IT support.
- To assist the IT department by performing other tasks as instructed by the Director of IT Services or the IT Network Manager.



# SHREWSBURY SCHOOL

## Job Description continued

### Personal Development and Training:

- To maintain personal and professional development to meet the changing demands of the Department; to be prepared to attend training courses as and when required. Courses may be held away from your normal place of work.
- To adhere to all Health and Safety policies, practices and procedures and bring to the immediate attention of the Director of IT Services any activity or occurrence which may prove a danger to yourself or others.

### Safeguarding & Child Protection:

- Shrewsbury School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- The postholder must comply with the School's Safeguarding & Child Protection policy at all times.
- The postholder must undergo safeguarding & Child Protection training as directed by the Line Manager.





# SHREWSBURY SCHOOL

## Person Specification

A = Application form, D = Documents, I = Interview, P = Presentation, T = Test/Exercise

|                                                                                                                                                                  | Essential | Desirable | Method used |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|-------------|
| <b>Qualifications</b>                                                                                                                                            |           |           |             |
| A good standard of education, educated to at least A level.                                                                                                      | ✓         |           | A / D / I   |
| A good level 2 qualification or above in ICT or related field or equivalent working experience.                                                                  | ✓         |           | A / D / I   |
| Evidence of continued personal professional development.                                                                                                         |           | ✓         | A / D / I   |
| <b>Work Experience</b>                                                                                                                                           |           |           |             |
| At least 1 years' experience working in an IT position.                                                                                                          |           | ✓         | A / I       |
| Previous experience of working in an educational environment would be an advantage.                                                                              |           | ✓         | A / I       |
| Experience of database management, utilising it effectively and in particular accurate database entry.                                                           |           | ✓         | A / I       |
| Must have all round IT experience.                                                                                                                               | ✓         |           | A / I / T   |
| Experience of developing data analysis and performance information reports for a wide range of audiences, including querying and extracting data from databases. |           | ✓         | I / T       |
| Excellent office management experience.                                                                                                                          | ✓         |           | A / I / D   |
| Must be able to interpret data and information requests from stakeholders and present them in a simple, readily understandable manner.                           |           | ✓         | A / I / D   |
| Broad knowledge of school/office equipment and services, and of their appropriateness to an education environment.                                               |           | ✓         | A / I       |
| Strong analytical and problem solving skills.                                                                                                                    | ✓         |           | A / I       |
| <b>Specialist Knowledge</b>                                                                                                                                      |           |           |             |
| Knowledge of Dell VX Rail, VMware, Microsoft virtual servers, Allied Telesis switches & Aruba Wireless networking components or their equivalent.                |           | ✓         | A / I       |
| Some working knowledge of MIS (currently iSAMS), although not essential but would be an advantage.                                                               |           | ✓         | A / I       |
| Good understanding of IT Technician support (e.g.: desktop & application support, server & network support, configuration etc.) .                                | ✓         |           | A / I       |
| Knowledge of the Data Protection Act and IT legislation.                                                                                                         |           | ✓         | A / I       |
| Knowledge of safeguarding of children and implications for this on a school network.                                                                             | ✓         |           | A / I       |



# SHREWSBURY SCHOOL

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Essential | Desirable | Method used |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|-------------|
| <b>Specialist Knowledge..... continued</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |           |             |
| Knowledge and experience of:<br>Microsoft (MS) Windows Servers & Desktop PCs<br>MS Azure, Active Directory & Office 365<br><ul style="list-style-type: none"> <li>• Adobe CC</li> <li>• Microsoft Surface and other BYOD devices</li> <li>• Kyocera printers</li> <li>• Smoothwall firewall</li> <li>• ISAMS management system, SharePoint VLE, SOCS &amp; My School Portal</li> <li>• Solar Winds Helpdesk</li> <li>• Sage finance system</li> <li>• CCTV, Door access system &amp; Sky TV</li> <li>• NEC IP telephone system</li> </ul> Salamander & VB Scripting synchronization tools |           | ✓         | A / I       |
| <b>Personal Skills</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |           |             |
| Capable of working under pressure and producing a consistently high standard of work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ✓         |           | I / D       |
| Proven ability to be able to successfully work independently and autonomously.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ✓         |           | I / D       |
| Customer focused and ability to develop and maintain strong and credible relationships with a variety of stakeholders and have enthusiasm for working with pupils of all ages.                                                                                                                                                                                                                                                                                                                                                                                                            | ✓         |           | I / D       |
| Must be accurate neat and well organised with good time management skills.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ✓         |           | A / I / D   |
| Ability to work as part of an established team.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ✓         |           | I / D       |
| Must be able to organise multiple tasks and projects, problem solve and think methodically.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ✓         |           | I / D       |
| Excellent interpersonal, communication and organisational skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ✓         |           | A / I / D   |
| <b>Other / Special Working Conditions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |           |           |             |
| To be prepared, on occasions, to work outside of normal hours.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ✓         |           | A / I       |
| Possess cultural awareness and sensitivity in working towards the aims of the School.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ✓         |           | A / I / D   |
| Essentially you must have a very flexible approach to direct the necessary management and maintenance tasks required to deliver an effective IT service to the School community.                                                                                                                                                                                                                                                                                                                                                                                                          | ✓         |           | A / I / D   |



# SHREWSBURY SCHOOL

## LOCATION

Shrewsbury School lies on the outskirts of the town of Shrewsbury, approximately 50 miles west of Birmingham, and 75 miles south of Manchester. Shrewsbury is served by trains from London Euston (by changing at Birmingham New Street or Wolverhampton). There are also regular services from Birmingham, Manchester, Liverpool, Oxford, Cardiff and Bristol. The international airports of Birmingham, Manchester, Liverpool and East Midlands are all between an hour and an hour-and-a-half away (by car or rail).

Shrewsbury is the county town of Shropshire and just nine miles from the Welsh border, and is almost completely encircled by the River Severn. Perched on its vantage point directly above the river bank, the School is a ten-minute walk from the town centre and enjoys a fine view of it across an extensive park ('The Quarry'), which plays host each August to the Shrewsbury Flower Show, the longest-running flower show in the world.



Part of the town's medieval street plan still exists, with many 'shutts' and 'passages' – a maze of narrow alleys, which criss-cross the town centre. Throughout the town there are numerous boutiques and quirky independent shops, restaurants and cafés, and a huge indoor market which won the title of 'Britain's Favourite Market' in 2018. Our Theatre Severn attracts some big acts from Comedians to Musicals. Shrewsbury is one of the few places in the UK where the Independent shops outnumber the big chains – one of the reasons it has earned the title of 'Healthiest High Street in the UK'. It also carries the distinction of being named twice by Rightmove among the top 10 happiest places to Live in the UK, and has purple flag status for town safety. Nearby, the Shropshire Hills and the historic towns of Ironbridge and Much Wenlock are within easy access.



Although slightly further afield, we are well positioned to enjoy the benefits of the mountains and coastline of North and Mid Wales. Shropshire offers a wide range of primary, junior and preparatory schools, both independent and state maintained. Many are small village schools set within a close knit community. The School is in easy walking distance to some of the main residential areas of the outskirts of the town – Radbrook, Copthorne, Bellevue and Porthill.



# SHREWSBURY SCHOOL

## Terms and Conditions

**Salary:** We offer a competitive salary which will be discussed with the successful applicant. Salary will be dependent upon qualifications and experience, based on the person specification requirements.

**Hours:** This is a full-time position working term-time and during school holidays. Normal hours of work are 40 hours per week 08:30 hours to 17:30 hours with 1 hour for lunch each day. The successful person must be able to show a degree of flexibility in working hours as they will be required to work varied hours according to the needs of the school and commensurate with the level of this post. There will be approximately 6 weekends of being "on call" (incorporated into your salary) inclusive of 6 Saturday mornings of being "on site", which will be taken as TOIL. There will also be 2 additional Sunday evenings of "on call", which again will be taken as TOIL.

**Holidays:** Annual Leave entitlement is 28 days per annum and must be taken in School holidays. New members of staff will receive a pro-rata entitlement in this leave year if employment commences part way through the year.

**Life Insurance:** The post holder will be able to join the death-in-service insurance scheme. In the event of your death whilst in Shrewsbury School's employment your estate will receive two times your basic salary.

**Pension:** All support employees are eligible to join Shrewsbury School's Pension Scheme (employee 5%, employer 7.5%).

## Other Benefits:

All employees may enjoy the following free benefits:

- Lunch in Kingsland Hall when kitchens are operational.
- Use of the School Sports facilities to include swimming pool, gym, tennis courts, Squash courts etc.
- Access to the School library.
- Free parking.





# SHREWSBURY SCHOOL

## Recruitment Guidance Notes

### TERMS OF APPOINTMENT

Under the Department of Education's Keeping Children Safe in Education Regulations we have a legal duty to follow safer recruitment checks. Therefore any appointment will be subject to the following:

### EMPLOYMENT CHECKS

#### **Application Form:**

All candidates must complete our application form to be considered for a job. You must list your employment history from the date you left full-time education and give details of any employment gaps. Note: CVs are not accepted.

#### **References:**

In order to assess candidates' suitability we shall request at least three references. Please note that in accordance with safe recruitment regulations Shrewsbury School will follow up written references with a telephone call to each referee.

#### **Right to work in the UK:**

If you are invited to attend an interview you will be asked to bring identification with you to confirm your right to work in the UK.

#### **Evidence of qualifications:**

If you are invited to attend an interview you will be asked to bring evidence of the qualifications listed on your application form.

#### **Medical Fitness:**

If successfully appointed, you will be asked to complete a medical questionnaire and if necessary a satisfactory report from your GP.

#### **DBS Disclosure and other checks:**

If you have ever been convicted of a criminal offence, bound over or cautioned, you must read carefully the section of the application form headed criminal convictions. The appointment is subject to a satisfactory Enhanced Disclosure & Barring Service (DBS) Certificate.

If you have spent time abroad for 3 months or more in the last 5 years you will be required to obtain an overseas check from that country. The school will support the successful candidate through this process.

In addition we will check for any prohibitions, sanctions and restrictions that might prevent candidates from working with children or young people, or taking part in certain activities or working in specific positions.



# SHREWSBURY SCHOOL

## The Application Process



**Please read the Recruitment Guidance Notes on page 11 before starting your application.**

If you would like to apply, please complete the application form together with a covering letter. Please ensure that you give your full employment history, including details of any gaps in employment from when you left full time education on your application form.

Please email your covering letter and application form to:  
**[recruitment@shrewsbury.org.uk](mailto:recruitment@shrewsbury.org.uk)**

Alternatively, you may prefer to send a printed copy addressed to:

**Human Resources Department  
The Bursary  
Shrewsbury  
Shropshire  
SY3 7BB**

**Closing date:** 9am, Monday 17 October 2022  
**Interviews:** Wednesday, 26 October 2022

Short-listing will take place and candidates will be informed if they have been invited to attend an interview. If you have not heard from us by 25 October 2022 you will not have been short listed to attend an interview.

Thank you for your interest in Shrewsbury School  
if you have any questions please do get in touch with us.