

# ICT Technician

Information Pack  
[October 2022]

## ICT Technician

**Start date:** January 2023  
**Closing date:** 31<sup>st</sup> October 2022 8.00am  
**Shortlisting date:** 31<sup>st</sup> October 2022  
**Interview date:** Wednesday 9th November  
**Salary Range:** £20,852 - £23,023 per annum, 37 hours per week all year round

Dear Applicant

Thank you for showing an interest in the post of ICT Technician.

Kingsdown School has much to offer and we are at an exceptionally exciting stage in our Road to RIO - Requires Improvement to Outstanding.

Across every team in the school - Teaching, Business Support, Front Office, Inclusion, Pastoral, Governors, Middle and Senior Leaders, we are all extremely proud of what we have achieved in the last 4 years for our students, and they are exceptionally proud of their school too.

We are looking for a self-motivated, friendly and enthusiastic ICT Technician to provide high quality and efficient support our staff and student ICT facilities within Kingsdown School and provide onsite support to other RLT schools if required.

Kingsdown is a dynamic school. It is transforming the life chances of our students, a community and our town. Our teams have been exceptional and continue to champion each and every student. Our students have been brilliant too - they have come on this journey with us - as have their parents. They have all modelled our Kingsdown BEATs. Kingsdown in Swindon is now regarded as the "school of choice".

**Where next:**

Our journey is not complete. We are now looking for a new member of the ICT team to come on board and join our family.

**What are we looking for in our new ICT Technician:**

We are seeking a confident user of common hardware, OS and desktop application software. You will respond to IT Support requests from the school and perform basic maintenance tasks for users on G Suite, Azure AD and local AD. We are looking for someone who has good organisational and customer care skills, along with good numeracy and literacy skills (A\*-C GCSE or equivalent in Maths and English are essential. Google Workspace Administrator certification and Microsoft Learn certifications are desirable.

You will learn more about our Wheel of Excellence from our website. Do please take a look at our website [kingsdownschool.co.uk](http://kingsdownschool.co.uk). If you would like to arrange a visit to our ICT Team, please contact Laura in our HR Department [lburgoyne@kingsdownschool.co.uk](mailto:lburgoyne@kingsdownschool.co.uk).

We will be interviewing on Wednesday 9th November and the closing date for your online application via My New Term is 31<sup>st</sup> October at 8.00am.

**What will and can we offer you:**

Join our Kingsdown Family and you will join a team who genuinely care and champion each and every student and each and every member of the Kingsdown team.

At Kingsdown, we know that staff and students thrive in a 'healthy work culture' and the wellbeing of staff and student outcomes is inextricably linked. We are committed to providing

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**We champion each and every student**

the best working and learning environment for all. The RLT have a staff charter and strong values, we uphold these values and commitments, and further build on these with our Wellbeing Strategy.

Our goal is simple: **To develop and maintain a healthy workplace where all staff can thrive, feel valued and enjoy a good balance of work, family and health.**

At Kingsdown Wellbeing isn't just a day's event or a bowl of fruit, it is a holistic and live strategy that is real and valued. I invite you to explore some of the ways we value our most precious resource - our staff. Please see our Wellbeing Candidate Information in our TES/Eteach careers site.

Our school is part of the River Learning Trust; our collective vision is to be a Trust where pupils and staff thrive in schools which demonstrate:

- all-round education, academic success, lifelong learning and strength of character
- sustainable continuous improvement; no school standing still
- all schools being good and outstanding, or improving rapidly
- collaboration that is raising standards, and reducing workload
- where pupils, staff, parents and communities value all we do to support the best possible outcomes and experiences for our children and young people

**This role includes regulated activity relevant to children.**

**Where next? If you:**

- believe that all students can achieve regardless of their background and postcode
- enjoy the challenge and reward of taking a school from Good to World Class,
- feel that you have the skills and qualities to accelerate student progress, aspirations and self-belief, and
- are truly committed to making a difference especially in Swindon and SN2

.... then this role could be ideal for you and I would very much like to hear from you and talk more.

In the meantime, I thank you for taking the time to read about Kingsdown School and look forward to hearing from you.

With best wishes



**Emma Leigh-Bennett**  
Headteacher

The River Learning Trust and Kingsdown School are committed to safeguarding and promoting the welfare of all children and preventing extremism. All staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The River Learning Trust are required to conduct online searches about you as part of their shortlisting process in accordance with Keeping Children Safe in Education guidance in order to identify any incidents or concerns which are publicly available online. By applying for this role, you acknowledge that such searches will be conducted as part of the shortlisting process. The successful candidate will be subject to an enhanced DBS check. Employment will also be conditional on the receipt of at least two acceptable references (one from current/latest employer) and evidence of the formal qualifications required for the role. The River Learning Trust is an equal opportunities employer and we welcome applications from a range of backgrounds to represent diversity in line with our schools' community. It is an offence to apply for

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**We champion each and every student**

certain roles within schools if you are barred from engaging in regulated activity relevant to children. You should contact the school if you are unsure if this role includes regulated activity relevant to children.

For all RLT Safer Recruitment Documentation candidates should click on the following link [RLT Safer Recruitment Documents for Candidates](#). To view the Kingsdown School Child Protection Policy please click on the following link [Child Protection Policy](#).

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020. Which means that when applying for certain jobs and activities certain spent convictions and cautions are 'protected', so they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. For further guidance for applicants click on the this link [List of offences that are not filtered](#)

Our staff are expected to maintain high standards of ethics and behaviour, within and outside school, by not undermining fundamental British values including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.

**What benefits does the Trust offer to its employees?**

- Annual pay increase for support staff (in line with grade boundaries) and for Teachers (subject to government framework and successful performance review)
- A Defined Benefit Pension Scheme with favourable terms for all employees (Teachers Pension for Teachers; LGPS for Support Staff)
- Moving from the public sector? Those without a break in service can be reassured that RLT will recognise their continuous service.
- Employee centred and family friendly policies and practises that support you in and beyond your workplace.
- Offering flexible working wherever we can, in order to support the work life balance of our employees.
- Enhanced sick pay, maternity leave, paternity leave and parental leave.
- Competitive holiday entitlement for support staff (minimum 24 days rising to 32 day plus bank holidays per annum - dependent on grade of role and length of service)
- Cycle to work scheme
- Funded eye tests and glasses for DSE users (subject to T/Cs)

## Kingsdown School

### Job Description

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| Post Title   | ICT TECHNICIAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Purpose      | To Support the staff/student ICT facilities within Kingsdown School and to provide onsite support to other RLT Schools if required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Reporting to | Network Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Salary Level | OCC Grade 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Main Duties  | <ul style="list-style-type: none"> <li>● Connect up and check hardware for normal operation</li> <li>● Respond to IT Support requests from Kingsdown School.</li> <li>● Install simple software applications</li> <li>● Assist with the management of the schools MIS system.</li> <li>● Perform basic set up and checking of networked based PCs and Chromebooks</li> <li>● Assist in the day-to-day running of 1:1 Chromebooks, including daily distribution, collection and maintenance.</li> <li>● Perform basic maintenance tasks for user accounts on G Suite, Azure AD and local AD.</li> <li>● Follow instructions to run basic network monitoring reports or utilities; inform line manager of issues noted</li> <li>● Carry out basic safety checks and escalate problems as required</li> <li>● Follow relevant Health &amp; Safety procedures and raise awareness among staff, pupils and other users</li> <li>● Follow an acceptance test procedure on new ICT equipment and report results appropriately</li> <li>● Update the inventory as required</li> <li>● Follow processes and tasks described in school's disaster recovery and maintenance plans</li> <li>● Follow instructions to implement school backup and virus protection procedures</li> <li>● Records requests accurately in support log. Retrieve details of previous requests if an enquiry is made</li> <li>● Investigate a request for support, record diagnostic information and either resolve or escalate to the appropriate level</li> <li>● Support incoming queries raised in person, by phone, email or via the helpdesk</li> <li>● Proactively troubleshoot as appropriate</li> <li>● Work to a clearly defined service definition</li> <li>● Report on variations and escalate contract/warranty issues appropriately</li> <li>● Understand the school process for purchasing and recording expenditure</li> <li>● Purchase consumables following school procedures</li> <li>● Work as part of a team</li> <li>● Confident computer user</li> <li>● Attend relevant courses to improve ICT skills</li> <li>● Support staff and pupils</li> <li>● Contact suppliers</li> <li>● Produce simple help sheets and instructions to stakeholders.</li> <li>● Attend and support staff training sessions, to increase understanding of how ICT is used in specific context</li> </ul> |

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|                                     | <ul style="list-style-type: none"> <li>● Assist with the updating and management of the school website and online portals.</li> <li>● Support with school evening events as required</li> <li>● Travel to and support other local RLT schools if required</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Knowledge/<br>Skills/<br>experience | <ul style="list-style-type: none"> <li>● Confident user of common hardware and OS</li> <li>● Confident user of common desktop application software.</li> <li>● Familiar with google workspace for education and admin console.</li> <li>● Know how to connect a pre-configured computer to an existing network</li> <li>● Understand facilities for basic user account management</li> <li>● Know both general and specific ICT Health &amp; Safety issues relating to work, both for self and all potential users</li> <li>● Understand the importance of documenting system configuration information</li> <li>● Understand the role of a disaster recovery plan and of key systems to the school's business</li> <li>● Understand how to capture support information to school specifications</li> <li>● Understand what contracts and warranties are in place</li> <li>● Aware of the possibilities of ICT in providing a solution</li> <li>● School purchasing procedures</li> <li>● Understand the benefits of teamwork</li> <li>● Able to install basic software</li> <li>● Can use simple peripherals</li> <li>● Awareness of computer viruses</li> <li>● Good level of written and spoken English appropriate to the context and audience</li> <li>● Aware of basic school structure, year groups and staffing structure</li> <li>● Aware of different confidences of staff and pupils in using ICT</li> </ul> |
| Qualifications                      | <p>Essential- Maths and English GCSE at Grade C or above (or the equivalent).<br/>Desired- Google Workspace Administrator certification, Microsoft learn certifications.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |