



Sheldon School
Chippenham

Candidate Information



ICT Technician

Closing Date: **Monday 8th July 2024, Noon**
Interview Date: **Week commencing 15th July 2024**

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Cover Letter

Dear Colleague,

Vacancy for ICT Technician

Thank you for your interest in the post of **ICT Technician** at Sheldon School. We are seeking to appoint a confident and enthusiastic individual to support and develop our ICT provision, delivering support to our end users. The successful candidate will work with the Leader of ICT and Data Systems and ICT Support Team on a day-to-day basis. The post combines a need for excellent IT knowledge with user support skills. You will need to be prepared to support a wide range of users, be flexible and enjoy working with young people.

We offer a very generous local government pension scheme, free parking, employee assistance programme and a number of other staff wellbeing benefits. Supporting this, we provide all colleagues who join us a full programme of induction and support, and there is a continual focus on staff development and wellbeing. You would be joining a hardworking and supportive team which has a strong collegiate atmosphere and I can assure you that, were you to join us, you would find immense satisfaction in the job that you do here.

Sheldon 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 successful candidates will be required to apply for a disclosure from the Disclosure & Barring Service which will be made before the appointment is confirmed. In addition to candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children. In line with KCSIE 2023 and safer recruitment practices, the school will conduct an online search for all shortlisted candidates. The online search is part of our safeguarding checks and will seek publicly available information on candidates' suitability to work with children. Shortlisted candidates will be provided with further guidance and will be asked to clarify their online presence.

If you feel that you possess the necessary skills and qualities and are excited by this opportunity, we very much look forward to receiving your application. To apply, please complete the My New Term Application Form using the Supporting Statement section of the form to detail your suitability for the role, your motivation for making an application and how your knowledge, experience and training meet the person specification.

Closing date for applications is Monday 8th July 2024.

We hope to interview week commencing 15th July 2024, so if you have heard nothing by this date, please assume you have been unsuccessful on this occasion. If this proves to be the case, thank you for your interest in Sheldon School and best wishes for your future career.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S. Williams', written over a light grey rectangular background.

Simon Williams
Business Manager

Job Description

Postholder	ICT Technician
Line Manger	Leader of ICT and Data Systems
Salary/Scale of Post	Grade F – Points 09 – 11, £25,119 to £26,421 per annum
Hours of Work	37 Hours Per Week – all year round / 26 Days Holiday plus bank holidays 08.00am – 4.00pm Monday - Thursday 08.00am – 3.30pm Friday 30-minute Break each day
Post Purpose	<p>To provide 1st and 2nd line technical support to all users by effectively diagnosing, detecting and resolving problems with a wide range of equipment including PCs, Laptops, iPads, Printers, Audio Visual, Peripherals, Network and other Software.</p> <p>The information below is provided for the post holder to understand and appreciate the work content of the post. However, it should be noted that whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have been used below in the assumption that all usual associated routines are included in the post description.</p>

<p>Principal Responsibilities</p>	<ul style="list-style-type: none"> ▪ Assist in the administration of all user accounts, utilising a range of admin tools ▪ Providing effective 1st and 2nd line support for all users, systems and devices ▪ Providing effective email and telephone support for student, parents' and carers / guardians ▪ Supporting the delivery of a professional development programme for all stakeholders ▪ Providing support for all ICT and audio-visual hardware and software ▪ Assisting in the monitoring, efficiency and security of the school's systems ▪ Assisting in the troubleshooting and maintenance of all devices and peripherals ▪ Carry out routine and ad hoc tasks, including (but not limited to) anti-virus checking and other housekeeping tasks, ensuring preventable issues do not occur ▪ Maintain all necessary records including work logs, inventories and details of equipment checks and stock taking as required ▪ Maintaining the school ICT asset inventory system ▪ Liaising with support providers and suppliers ▪ Installing new and existing software on devices ▪ Performing complete installations on new devices and imaging ▪ Using a range of ICT monitoring tools ▪ Maintaining an understanding of the systems currently in place, and development thereof ▪ Supporting users in the usage of OneDrive, SharePoint, Teams and access of other Cloud Services that the school utilises ▪ Manage the production of ID badges, door access control and sign in system ▪ Manage the disposal of equipment
<p>Associated Duties</p>	<ul style="list-style-type: none"> ▪ Undertake other tasks commensurate with the scale and responsibilities of this post ▪ Undertake any reasonable duty deemed necessary by the line manager ▪ Be flexible with working hours to suit the needs of the school for example on Open Days, and to attend meetings and/or provide support out of normal working hours
<p>General Conditions</p>	<ul style="list-style-type: none"> ▪ All duties must be carried out complying with: ▪ The Health & Safety at Work Act ▪ Acts of Parliament, statutory instruments and regulations, as well as other legal requirements ▪ Relevant nationally-agreed codes of practice ▪ The General Data Protection Regulation (GDPR)

Sheldon School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post requires a satisfactory enhanced DBS disclosure. In line with KCSIE 2023 and safer recruitment practices, the school will conduct an online search for all shortlisted candidates. The online search is part of our safeguarding checks and will seek publicly available information on candidates' suitability to work with children. Shortlisted candidates will be provided with further guidance and will be asked to clarify their online presence.

Person Specification

ICT Technician

ESSENTIAL	DESIRABLE
<p>Technical Competency (qualifications and training)</p> <ul style="list-style-type: none"> ▪ Minimum of 5 GCSEs including English and Maths at grade C/4 or above or equivalent level ▪ An ongoing commitment to developing professional skills 	<ul style="list-style-type: none"> ▪ Technical qualifications relevant to the role (MCP, CCNA etc...)
<p>Experience</p> <ul style="list-style-type: none"> ▪ Working in a team ▪ Minimum of 3 years working in ICT 	<ul style="list-style-type: none"> ▪ Experience of working with young people in an educational environment
<p>Skills</p> <ul style="list-style-type: none"> ▪ Adaptable and flexible ▪ Able to work successfully in a team ▪ Good communication skills – written and oral ▪ Excellent planning and organisational skills ▪ Able to work under pressure and meet deadlines whilst remaining calm under pressure ▪ Show initiative and work pro-actively to support the smooth running of the school 	
<p>Skills – Technical</p> <ul style="list-style-type: none"> ▪ Excellent at providing technical support to end users with varying levels of ability ▪ Understanding the latest trends in ICT ▪ Using service desk tools to support the provision of ICT services ▪ Proven experience administering MSFT systems (Windows 10/11, Server 2016/19,22, Active Directory, DNS, DHCP and Group Policy) ▪ In depth knowledge of ICT technologies ▪ Good understanding of Wi-Fi technologies ▪ Good understanding of MSFT O365 	<ul style="list-style-type: none"> ▪ MSFT OS deployment using MSFT SCCM ▪ Understanding of IP subnetting, VLANs and routing ▪ Knowledge of school web filtering (Smoothwall) ▪ Knowledge of MDM platforms for iOS devices (Jamf Pro) ▪ Knowledge of VOIP systems ▪ Good understanding of networking topologies and configuration
<p>Personal qualities</p> <ul style="list-style-type: none"> ▪ Personable and professional at all times ▪ Energetic, enthusiastic and motivated ▪ Able to form and maintain good relationships with colleagues, pupils and the wider school community ▪ Interest in education and working with young people, helping them to flourish ▪ Committed to the progress, achievement and safeguarding of all pupils ▪ Active listening skills ▪ High degree of discretion in dealing with confidential information 	
<p>Safeguarding</p> <ul style="list-style-type: none"> ▪ Able to demonstrate an understanding of online safeguarding for children 	
<p>Other</p> <ul style="list-style-type: none"> ▪ Have an understanding of and be able to demonstrate a commitment to Opportunities and Diversity 	



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