

IT Technician
Northgate High School and Dereham Sixth Form College



RECRUITMENT INFORMATION PACK

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www.unityeducationtrust.uk

IT Technician
Start September 2024
37 hours per week
Full time
Full Time salary £24,294 - £25,979

We have an exciting opportunity for an IT Technician to join our IT department, based at Northgate High School, with the opportunity to work across 3 sites in a successful forward thinking school and college.

You will play a pivotal role in providing a first-class IT service contributing to high quality teaching and learning within our school and college. We are looking for a dedicated member of the team who will promote and uphold the values and ethos of the school and to act as a role model for our students.

Working with the IT Helpdesk System, you will ensure that incidents and requests are prioritised appropriately maintaining communications with users until resolution. You will be responsible for providing high quality technical support and advice. You will maintain hardware and test and install new software, ensuring licensing compliance

The ability to work enthusiastically and as a member of our team is essential

Along with good organisational and communication skills you will have an IT qualification or equivalent experience together with the knowledge and experience of working in an environment of IT operating systems and networking.

In return for the right candidate we are offering:

- a competitive salary in line with MPS and UPR scales;
- all the advantages of a successful academy group;
- being part of an extended network of teachers and leaders who share and exchange ideas and continued professional development opportunities;
- support from creative and innovative colleagues that will ensure your professional practice continues to develop;
- a stimulating and friendly working environment where every member of staff is valued and makes a significant contribution to the school/college;
- training and development opportunities;
- opportunity of additional paid duties;
- the opportunity for the exploration of educational practice through Masters and Doctoral degrees as well as funded research projects as part of Laboratory School accreditation;
- contributory pension scheme;
- private Health Care Plan;
- access to high-quality musculoskeletal physiotherapy provision;
- access to our Employee Assistance helpline for free and confidential advice.

We are proud to be the only University accredited laboratory school in Norfolk. As a Laboratory School we are committed to research-based practice which is strengthened through peer-to-peer learning, ongoing professional development and collaboration with other schools and partners.

If you feel you have the right experience, skills and enthusiasm, and would like to join our highly committed team, then we would very much like to hear from you.

Closing date for applications Monday 15th July 2024 at 9.00am

How to apply

Click on the **Apply Now** button. You can save your application and return to it later. Please ensure you have completed your application before the end date.

No CVs accepted – Please complete an application form if you wish to be considered for this role.

Candidates are advised that they may be subject to an online check from information in the public domain.

We aim to be an equal opportunities employer and welcome applications irrespective of race, gender, religion, disability, sexual orientation and/or age. We value the individuality and creativity that every worker potentially brings to the workforce.

This post will come under the requirements of the Childcare (Disqualification) 2009 Regulations and the successful applicant will be required to complete a declaration form to establish whether they are disqualified under these regulations.

Unity Education Trust is committed to safeguarding and promoting the welfare of children. All applicants must be willing to undergo safeguarding screening appropriate to the post, including checks with Disclosure & Barring Service and at least 2 references which cover the last 3 years; for all our services we will request references from where you have worked with either Children or Vulnerable Adults. Please be advised that references may be requested prior to interview for roles within our Schools.

This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent English is an essential requirement for this role.

We reserve the right to withdraw this vacancy at any time ahead of the closing date if there is a good level of response. Therefore, we recommend you submit your application as early as possible.

We also reserve to right to interview shortlisted candidates ahead of the closing date.

Details available on our website www.northgate.norfolk.sch.uk

Northgate High School, Dereham Sixth Form College and DESA are part of Unity Education Trust (UET) is a Multi-Academy Trust built on developing like minded schools to outstanding and beyond through collaborative working that develops a unity of purpose in all that we do.

Northgate High School, Dereham Sixth Form College and DESA are a part of Unity Education Trust which is a charitable company limited by guarantee (Company No. 10591822) registered in England and Wales at Crown Road, Dereham, Norfolk NR20 4AG
Chief Executive Officer: Mr Glyn Hambling, B. Ed. (Hons), M.Sc., N.P.Q.H

Job Description and Person Specification

School IT Technician Level 2 (T31 upper) GR9042

Job details	
Job title	School IT Technician Level 2
School	
Section	
Location	
GR Number	GR9042
Grade	Scale E
Responsible to	IT Manager
Responsible for	
Effective date	

Role and context
<p>Job purpose</p> <ul style="list-style-type: none"> • To provide installation, and maintenance support for the school's IT resources. • To assist in providing administration support to the school's IT service. • To assist with the audit of equipment, loan equipment, licences and warranties. • To assist in creating and publishing user training material. • To keep abreast of any technology refresh or upgrade and ensure that school staff are aware of changes made.
<p>Context</p> <p>Job family: IT</p>
<p>Other Job Information (e.g. any special factors or constraints)</p>

Accountability
To assist in the provision of a basic level of technical support to all school staff and student users to resolve straightforward problems, and in the absence of the IT Service Manager refer complex problems to the Trust ICT Manager.
To provide basic advice and instruction in the use of IT equipment to ensure school staff are familiar with the equipment.
To assist the IT Service Manager to maintain an IT equipment, software licence and warranties database and carry out an annual audit.
To check on arrival, install and test software and hardware within capability of skills and experience.
To ensure that anti-virus and Internet filtering software is in place, up-to-date and working properly.
To assist with administration of the local area network at the school, ensuring that standards of data integrity, security and access are maintained.

To take ownership of support requests through the school ticketing system and via service desk calls.
To ensure that all peripheral (scanners, cameras, printers, projectors etc.) equipment is maintained in working order, to set up such equipment as required, and integrate with IT equipment.
To assist with troubleshooting and subsequent resolution of hardware and software problems and present potential solutions to more complex problems.
To assist by administering repairs and maintenance of all school computer equipment, both in and out of warranty, by liaising with third-party contractors / support providers where necessary to ensure timely return of equipment within maintenance agreements.
To be a point of contact for warranty repairs
To be familiar with the network infrastructure in the school (cabling, wireless, patch panels, routers, switches, hubs etc.)
To ensure electrical safety testing compliance with regulations for all IT and peripheral equipment.
To take responsibility for staff and student user account management (starters, movers and leavers).
To assist the IT Service Manager with deployment of IT equipment around the school and to re-image computers as required.
To assist with the creation, production and distribution of user guides/training materials for school information systems as required.
Keep school staff updated on technology changes.
Participate in R&D/Evaluation of hardware and software.
To participate in meetings as required.
At times you may be required to work as a sole technician covering a breadth of disciplines.
To undertake such other duties as may be delegated or assigned commensurate with the level and grading of the post.

Person specification
Qualifications
<ul style="list-style-type: none"> • Practical experience in a support function preferably within a multi-discipline office/school environment.
Experience
<ul style="list-style-type: none"> • Practical experience in supporting network operating systems, equipment, cabling and infrastructure products and in providing technical advice and guidance to users of networked computers and peripherals. • An understanding of LAN, WAN and Internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.
Skills/knowledge
<ul style="list-style-type: none"> • Diagnostic and problem-solving skills • Ability to work within set time constraints • Understanding of the school environment and constraints • Knowledge of Microsoft Windows 10 and Microsoft Office products • 2 years IT experience • Installation of hardware and software • A basic understanding of networking • A basic knowledge of hardware • Understanding of local government and the workings of the Education Department • Ability to prioritise IT support requests based on the impact to Teaching and Learning if unresolved for a period of time <p>Desirable</p> <ul style="list-style-type: none"> • Virtualization • Windows Server 2012 R2 and newer, including Active Directory and Group Policy • Google Workspace • VLANs, Firewalls and web filtering • Experience in an educational environment • Experience of taking first line requests to a second line level

General information
<ul style="list-style-type: none"> • The job descriptions details the main outcomes required and should only be updated to reflect major changes that impact on the outcomes of the job. • Job holders must be aware of and comply with all current guidance, policies and procedures relating to safeguarding and ensure that they are in accordance with statutory and school safeguarding requirements at all times. • Job holders must ensure that they have read, understood and act in accordance with current school policies, particularly those intended to protect children and employees, for example, health, safety, welfare, safeguarding and inclusion. • All work performed/duties undertaken must be carried out in accordance with relevant County Council, department and school's policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.

- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

Unity Education Trust is committed to safeguarding and promoting the welfare of children. All applicants must be willing to undergo safeguarding screening appropriate to the post, including checks with Disclosure & Barring Service.

Terms and Conditions

PRE-EMPLOYMENT CHECKS

All staff must be prepared to undergo a number of checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory.

EQUAL OPPORTUNITIES

UET has a policy that seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and other similar and objective criteria. The gender, marital status, ethnic origin, age, religion or sexual orientation of an applicant or employee does not affect the employment opportunities made available except as permitted by legislation. UET also requires full and fair consideration to be given to people with disabilities in the recruitment process. Applicants declaring a disability who meet the minimum (essential) criteria for the vacancy will be invited for interview.

DISCLOSURE AND BARRING SERVICE CHECK

This post is subject to a Disclosure and Barring Service Check. Disclosure and Barring Service and Disclosure of Convictions Policy for employment of persons with criminal convictions – refer to our website www.unityeducationtrust.uk

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