

LEARNING TOGETHER

CORNWALL EDUCATION LEARNING TRUST



Senior IT Technician

Job Description & Person Specification

www.celtrust.org



About the Role

The job is based at Brannel School, Rectory Road, St Stephen, Saint Austell PL26 7RN.



About the Role

We are seeking a motivated and experienced IT Technician to support our teaching staff, administration teams, and students by providing them with a professional, high quality IT experience and hands-on technical support.

The successful candidate will be a self-motivated team player with:

- ❖ sound working knowledge of maintaining and troubleshooting IT networks, systems, hardware, software and peripherals;
- ❖ significant experience of providing effective first and second line IT support (ideally in a secondary school setting);
- ❖ excellent communication and interpersonal skills and a strong customer focus; and
- ❖ the ability to work well under pressure in a fast-paced environment.

This role is ideal for a school IT Technician looking to gain further experience on their career journey to IT Manager. If you are passionate about technology and education and want to make a difference in the lives of our students, we want to hear from you.

About the School

Brannel School was inspected by Ofsted in 2022 and judged to be 'Good' in all areas. We offer 900 places to students aged 11-16. Our facilities are second to none—the school was completely redesigned and rebuilt in 2011 as a 'School of the Future' at a cost of over £17m. Our school values are Excellence, Creativity and Community. We aspire to deliver the very best educational opportunities, nurture academic excellence, and foster ambition in every one of our students.

Cornwall Education Learning Trust

Brannel School is part of the Cornwall Education Learning Trust (CELT), which is responsible for educating learners in four secondary schools, one junior school and nine primary schools across Mid-Cornwall from Newquay to St Austell.

Contact Details

If you wish to discuss this role or schedule a visit to the school in advance of the application submission date, please contact Christine Thomas (School Administrator) on **01726 822485**.

Job Description

Job title: IT Technician

Salary grade: G Grade

Job purpose: To maintain the school networks, systems, software and hardware and provide prompt and effective front line technical support to staff and students for all IT-related problems.

Reporting to: IT Network Manager

Line management: No line management responsibility

Functional relationships: School leadership team, teaching staff, support staff, students, Trust central services IT team, IT suppliers.

Working Hours: 37 hours per week

Annual Leave: 25 days plus bank holidays

Paid Weeks: 52 weeks

Responsibilities:

1. Maintaining networks, systems, hardware, software and peripherals.
2. Providing technical support and training to staff and students.
3. Supporting safeguarding.
4. Awareness of, and compliance with, all relevant policy guidance.
5. Assisting with the implementation of new technology initiatives.
6. General responsibilities applicable to all CELT staff.

Key Duties

Under the direction of the IT Network Manager:

Maintaining networks, systems, hardware, software and peripherals

- ❖ Ensure all IT infrastructure elements (e.g. physical and virtual servers, backups and networking devices) are fit for purpose, ensuring ongoing availability and security of the networks, data and applications.
- ❖ Run regular checks on network and data security systems and conduct operation system audits.
- ❖ Support the management of the school's curriculum and administration networks (e.g. MIS (SIMS) and network user database).
- ❖ Assist with the maintenance and deployment of new hardware, software and applications, troubleshooting as required.

- ❖ Take an active role in the on-going development and support of Office 365 tools(e.g. SharePoint, OneDrive, Microsoft Teams).
- ❖ Test and install patches and updates for the MIS System.
- ❖ Ensure all software is correctly licenced and stored securely.
- ❖ Work as part of a multi-disciplinary team to develop and maintain the school internet and intranet sites.
- ❖ Assist with uploading content to the school website and other cloud-based solutions.
- ❖ Maintain peripheral IT equipment such as scanners, printers, whiteboards, projectors, touchscreens, visualisers.
- ❖ Provide support for the CCTV and telephone systems, door access control and other systems used by the school.
- ❖ Assist with the usage and maintenance of Sports Hall sound and AV equipment.
- ❖ Assist in the auditing of IT equipment and carry out inventory checking, as required, in order to keep the asset register up to date.

Providing technical support and training to staff and students

- ❖ Take responsibility for running the IT Helpdesk, ensuring that support requests are assessed and recorded, work is prioritised appropriately, and staff are kept up to date with progress.
- ❖ Support the day-to-day operation of school IT processes, dealing with all technical enquiries (such as for PC's, iPads and Chrome books, internet connections, user accounts, telephones, and photocopiers) and providing effective first and second line support.
- ❖ Assist with IT training sessions for staff (e.g. in such areas as Office 365, classroom technology, protocol and software).
- ❖ Create and update user guides for hardware and software.

Supporting safeguarding

- ❖ Assist with monitoring staff and student use of IT (e.g. web filtering systems, classroom management, e-Safety systems) in line with the school's online safety policy, reporting any instances of inappropriate usage to the IT Network Manager or DSL.
- ❖ Work with school leaders to ensure that IT supports local procedures (e.g. CCTV, lockdown processes, site security).
- ❖ Proactively support school leaders to promote safe and responsible use of the internet including social media.

Awareness of, and compliance with, all relevant policy guidance

- ❖ Be aware of, and comply with, all relevant policies and procedures (e.g. safeguarding, child protection, health and safety, security, confidentiality, data protection, software licensing), reporting all concerns to the appropriate person.
- ❖ Support the Data Champion (IT Network Manager) with IT-related data protection issues.

Assisting with the implementation of new technology initiatives

- ❖ Support the IT Network Manager to develop and embed cloud strategy and the use of the SharePoint learning platform.
- ❖ Assist the IT Network Manager with the IT requirements of capital projects, ensuring their smooth delivery.
- ❖ Work collaboratively with the CELT central services IT team on projects which come about as a Trust initiative.

General responsibilities applicable to all CELT staff

- ❖ Demonstrate and promote the values of Cornwall Education Learning Trust at all times.
- ❖ Play a full part in the life of the school, supporting its distinctive aims and ethos and encouraging students to follow this example.
- ❖ Work effectively with other members of staff to meet the needs of all pupils.
- ❖ Work with professionalism in line with the Trust's Code of Conduct.
- ❖ Attend staff meetings and Trust-based INSET as required.
- ❖ Be responsible for his/her own self-development on a continuous basis, undertaking any training/professional development as appropriate.
- ❖ Be aware of and adhere to all applicable Trust policies and procedures.
- ❖ Maintain at all times the utmost confidentiality with regard to all reports, records, personal data relating to staff and pupils and other information of a sensitive or confidential nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.

Note

This Job Description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post. The postholder may be required to undertake such work as may be determined by the Headteacher/line manager from time to time, up to or at a level consistent with the main responsibilities of the job.

This Job Description may be amended at any time, in consultation with the postholder.

Special conditions of employment

Cornwall Education Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

The postholder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The postholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.

All offers of employment are conditional and subject to satisfactory pre-employment checks including receipt of original qualification documents, references, medical screening, proof of eligibility to work in the UK, Childcare Disqualification check and a Disclosure and Barring Service (DBS) check.

Person Specification

Selection Criteria	Essential	Desirable	Assessed
Qualifications	High levels of literacy and numeracy, with attainment of GCSE qualifications (or equivalent) to include English and Maths.	IT certification relevant to the technical skills and knowledge required for this role.	Application Form / Interview
Experience	Experience of working as an IT Technician and resolving problems i.e. delivering first and second line support.	Experience of working as an IT Technician in a secondary school.	
Knowledge and Skills	<p>Sound working knowledge of computer networks, hardware, systems and applications e.g.</p> <ul style="list-style-type: none"> • Wireless and wired networks. • Windows server operating systems, Hyper-V environments and desktop infrastructure solutions. • Managing network switches such as configuring VLANs. • Anti-virus management, firewall configuration, and web filtering systems (e.g. Smoothwall). • Operating systems and common user applications (e.g. Office 365 applications and administration). • Data management systems, integrations and connections. • Website design and administration (e.g. Wordpress). • Non-Windows devices e.g. chrome books, Apple hardware. • Audio/visual equipment (e.g. projectors, touchscreen TVs). • Print management solutions (e.g. Papercut). • VoIP telephone services. <p>Sound knowledge and understanding of cyber security good practice.</p> <p>Sound knowledge and understanding of safeguarding, GDPR, data protection, and implications for IT.</p> <p>Sound knowledge and understanding of current IT legislation and licensing requirements.</p>	Sound working knowledge of school Management Information Systems e.g. SIMS.	Application Form/ Interview

Personal competencies	<ul style="list-style-type: none"> • Self-motivated, with ability to use own initiative to diagnose and resolve technical issues. • Good time management skills. • Strong customer-focused approach. • Good interpersonal skills, with ability to convey technical issues to non-technical staff. • A calm, approachable manner, displaying tact and diplomacy, particularly when dealing with sensitive issues. • A 'Can Do' attitude - a team player and open to learning and change. 		Application Form / Interview
Additional Requirements	<ul style="list-style-type: none"> • Suitability to work with children. • A commitment to safeguarding and promoting the welfare of children and young people. • A commitment to equal opportunities. • A willingness and ability to work flexibly, sometimes outside of normal core hours, in order to ensure the school's objectives are supported and that continuity of IT services are maintained. • A willingness to participate in professional development. • Works with honesty, integrity, and a commitment to the values of Cornwall Education Learning Trust and Brannel School. 		Application Form / Interview