

Role Profile and Person Specification ICT Technician



The school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our staff. Staff will be recruited and selected in line with safer recruitment policy and practice. The successful applicant will undertake an enhanced DBS check.

ICT Technician Vacancy

Tenable from: As soon as possible/September 2021

Term time plus 3 weeks

Scale point 6 scale point 18-20 Salary FTE- £27,978-£28,992

Pro-rata salary- £26,400-£27,357

36 HOURS P.W- 8.30am-4.45pm

Red Gates is a school for children with complex learning needs and autism for pupils aged 3 - 11 years old. We are a busy vibrant learning community committed to providing a high quality education to our learners in collaboration with a wide range of partners.

We are looking for an experienced ICT technician. The successful applicant will have responsibility for the day to day smooth running of the school Ict network and systems to ensure ICT is reliably allowing teaching staff to deliver outstanding lessons, thereby enabling all pupils to meet their full potential.

Our Ideal candidate, will have the ability to manage a busy work schedule, possess strong communication skills with an ability to work with both internal and external parties, have good problem solving skills, be a good team player and drive ICT forward in our school given the fast paced ever changing ICT world.

We offer the opportunity to join a welcoming and caring school with dedicated and committed staff team, an in depth high quality CPD programme and the opportunity to make a real difference to the lives of our amazing children.

Qualifications/Experience required

Previous experience of working in a school or educational setting as a technician, or a similar role is desirable
Croydon Council is an inclusive employer and welcomes applications from all sections of the community.

Please apply to: admin@redgates.croydon.sch.uk for an application form and job description or download the forms from the school's website at www.redgates.croydon.sch.uk. Tel: 020 8651 6540

Closing date: Monday 14th June 2021

We welcome visits to the school

Shortlisted candidates will be invited to attend an interview on **Friday 18th June 2021**



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Job Description

Job Title	ICT Technician
School	Red Gates School
Grade Range	Grade 6 – Scale point 18 -20 (Pro Rata)
Hours per week	36 hours per week, usually 8:30am - 4:45pm-Monday to Friday. However, occasional flexibility may be required. For example, to start work early or stay late based on business needs and priorities as agreed with line manager in advance.
Work Pattern	Term Time plus 3 additional weeks to be worked as agreed with line manager.
Location	Red Gates School, Farnborough Avenue, South Croydon
Reports to	School Business Manager (SBM)
Responsible for	N/A
Role Purpose and Role Dimensions	<p>For the successful applicant, they will have the responsibility for the day to day smooth running of the school ICT Network and systems to ensure ICT is working reliably and allowing teaching staff to deliver outstanding lessons, thereby enabling all pupils to meet their full potential.</p> <p>Under the guidance of the School Business Manager: Provide specialist support in a specific curricula/resource areas, including preparation, and maintenance of resources and direct support to staff and pupils.</p> <p>Provide specialist ICT support, including preparation, and maintenance of ICT resources and support to staff and pupils. Under the guidance of the SBM ensure that the school establishes and maintains high quality learning facilities that are robust and suitable to the complex needs of our learners.</p>
Commitment to Diversity	As a member of the School Team to take individual and collective professional responsibility for championing the School diversity



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agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.

Key External Contacts

- External suppliers and service providers (Octavo, AtomWide, LGFL etc.)
- System support contacts
- Purchasing links
- Parents

Key Internal Contacts

- School Business Manager
- Leadership Team
- Curriculum ICT Co-ordinator
- School administration support teams (School office, HR, Finance)
- Therapy staff
- Teachers & Teaching Assistants
- Pupils
- Agency Staff

Financial Dimensions

To ensure all purchases represent value for money and are signed off by SBM

Key Areas for Decision Making

N/A

Key Accountabilities and Result Areas

Desktop & Application Support

Key Elements

- Connect, set up and check PCs and peripherals for normal operation. Re-image and re-deploy as required and directed
- Maintain common hardware found in school; install applications and trouble-shoot basic problems. Escalate to the School Business Manager, external technician or appropriate support provided as appropriate
- Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications
- Detect, diagnose and resolve PC, peripheral and application errors.
- Perform advanced diagnosis procedures on PCs, peripherals and applications

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Server & Network support

- Advise on compatibility of hardware, applications and operating systems, according to user requirements
- To setup and administer staff and pupil accounts and permissions throughout the school's electronic systems in accordance with relevant policies and agreed user access levels
- Under the guidance of the School Business Manager and Head Teacher, support the development of the school's learning platform, intranet and web site
- Look after the school printers and photocopiers (including those under the manager printer contact)
 - Ensure they are in fit working order and arrange for external maintenance visits as required.
 - Ensure adequate stock of ink/toner and paper
 - Support users when dealing with minor issues (such as paper jams, toner replacement)

Administrative

- Perform basic administration of the VOIP telephone system (moving/replacing handsets, labelling of handsets/extensions)
- Support the ICT co-ordinator in the acquisition of learning resources and ICT equipment
- Ensuring effective and up to date records including asset labelling and compliance testing
- Responsible for maintaining the school asset inventory on Parago
- Ensure suitable levels/stock of consumables, peripherals and perishables are readily available (mice, keyboards, printer ink/toner)
- To liaise with Finance Officer to support the insurance claims process relevant to ICT equipment/resources (taking photos, communication with external agencies/vendors and where required the insurance company)
- Maintain accurate records of equipment/resourced loaned to staff and pupils both short and long term
- Occasional data entry and records administration across all data systems used at Red Gates School

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Continuity, Maintenance & Security

- To complete regular health checks of pupil facing PCs and ICT related equipment throughout the school and plan for the replacement, repair or upgrade of these items where necessary

Support Request & Helpdesk Management

- Provide a rapid and friendly response to all 1st line and some 2nd line ICT problems encountered by pupils, staff and visitors. Be that on-site, remotely, over telephone or by email and escalate support needs as required to SBM and external visiting technician
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible

Internal Support Arrangements & External Contracts

- In conjunction with the SBM, oversee the visiting external technician and provide guidance on priorities to ensure value of service
- Effectively liaise with external contacts/third parties to ensure timely repairs and maintenance of related hardware/software
- Report external provider support problems to SBM; track external support calls and report performance of external contracts to SBM

Personal ICT development

- Track expenditure against a budget and produce simple estimates for planned expenditure on consumables and similar including input into yearly and 3 year rolling ICT action plan.
- Work as part of a team and adopt supportive, flexible working practices
- To actively ensure skill and knowledge are up-to-date and in line with school priorities by keeping a personal and professional development plan

Communications

- Support staff and pupils in the use of ICT resources through direct interaction and by producing simple help sheets and eLearning content



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Educational Impact & Curriculum

- To maintain a timetable of frequently used ICT equipment and learning resources for use in classrooms/lessons/school activities on a regular basis. Ensuring they are safe and in working order on checkout and on return
- Support staff/pupils to utilise specialist software, hardware and information learning technology in lessons and as part of structured leisure activities effectively to promote learning and inclusion
- Ensure that all pupil facing hardware (inc AV equipment) and related software work efficiently and effectively, are current and up to date and safe for staff/pupils to access
- To look after the schools stock of Widget Go and classroom iPads and iPods:
 - Use Cisco Meraki MDM solution to oversell and manage the schools fleet of iPads
 - To ensure they are safely stored in the appropriate casing
 - To perform termly health checks on all school iPads, media/content wiped and fit for purpose
 - Ensure all school iPads and iPods are under MDM with appropriate policies and restrictions consistently applied
 - To collect and securely store iPads before each holiday period
 - To ensure appropriate loan paperwork is completed and up to date for all classes

General Duties

- Setup AV and lighting equipment for regular events such as assembly/pupil gatherings and events
- Assist in the overall development and implementation of processes, policies and procedure to maintain a secure, safe, stable and effective network
- To regularly upload content to, and help maintain the school website, YouTube and other digital presence.
- To be a knowledgeable source of support/guidance for issues relating to relevant ICT, data security and e-safety policies for staff, pupils and parents
- To produce a range of reports, data exports and audits relating to core network infrastructure, data/system logs and user activity as requested

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- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility
- There will be times when the post holder is expected to support various school events outside of normal working hours

Key Accountabilities and Result Areas

Data Protection

Key Elements

This will involve:

- Being aware of the Schools legal obligations under the Data Protection Act 2018 (the “2018 Act”) and the EU General Data Protection Regulation (“GDPR”) for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements
- Treating all information acquired through employment, both formally and informally, in accordance with the relevant Data Protection Policies

Confidentiality

This will involve:

- Treating all information acquired through employment, both formally and informally, in confidence
- Ensure that personal use of social media does not bring the school into disrepute
- There are strict rules and protocols defining employee access to and use of the School databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement

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Equalities and Diversity

The School has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination. This includes respecting and valuing the different experiences, ideas and backgrounds others can bring to work and to teams.

Safeguarding

This will involve:

- Displays commitment to the protection and safeguarding of children and young people
- Values and respects the views and needs of children and young people
- Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children

Health and Safety

Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the School Team

This will involve:

- To participate in training to be able to demonstrate competence.
- To participate in first aid training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Championing the professional integrity of the School/Council
- Supporting Customer Focus, Best Value and electronic management of processes.
- Actively sharing feedback on School policies and interventions.

Customer Care

Able to demonstrate a commitment to the School's/Council's Customer Care Policy.



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Green Statement

Seek opportunities for contributing to sustainable development of the borough, in accordance with the School's/Council's Green Commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision

Person Specification

Job Title

ICT Technician

Essential knowledge

- NVQ 3 or equivalent qualification or experience in relevant discipline i.e. ICT networking equipment and software across an organisation
- In-depth knowledge relating to Windows servers and desktops administration and troubleshooting
- In-depth knowledge relating to all Microsoft Office applications
- Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation

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Essential skills and abilities

- Very good numeracy / literacy skills
- Excellent communication skills together with the ability to communicate fluently in English to fulfil the requirements of the post*
- Displays commitment to the protection and safeguarding of children and young people.
- Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children
- Ability to self-evaluate learning needs and actively seek learning opportunities
- Ability to relate well to children and adults
- Ability to work independently and collaboratively to ensure the delivery of agreed workload
- Ability to carry out fault identification and resolution for both hardware and software issues
- Customer focused with very good communication skills, an ability to communicate with people at all levels
- Able to deal with a number of different situations in quick succession
- Ability to demonstrate good problem solving skills.
- Good level of accuracy and detail
- Ability to follow instructions accurately
- Ability to work as part of a team and independently
- Able to act calmly under pressure
- Competence and confidence in your own ability to take ownership of reported problems

Essential previous experience

- Experience as a 1st or 2nd line technician
- Experience of utilising and administering a helpdesk system
- Experience in a school or education setting



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Desirable skills, knowledge, experience abilities

- Experience in a SEN school or setting highly desirable
- Basic web publishing (HTML, PHP, ASP), graphic design and familiarity with common CMS frameworks (content management systems)
- Familiarity and knowledge relating to any of the following systems and platforms:
 - Cisco Meraki (MDM)
 - Capita SIM & FMS
 - BehaviourWatch / Eduspot
 - Solar (Specialist SEN assessment)
 - Parago (Asset and Policy Management)
 - G-Suite
 - Office 365
 - SchooliP

Special conditions

- Enhanced DBS check

*Further advice on specific points in this role profile can be obtained from your HR provider.