IT Technician

Application Pack

June 2022

IT Technician
Full time – 36 hrs pw, 52 weeks
Permanent or 1 year fixed-term contract
Start date - ASAP
S3-S5 (£19,313 - £23,243)
depending on skills and experience

We are looking for a dedicated and dependable individual with a good knowledge of computers and strong interpersonal skills. The successful candidate will have a keen attention to detail, good problem-solving ability and be able to communicate clearly both in writing and orally. You will be joining a supportive team which is dedicated to the provision of a responsive, efficient IT service to staff and students.

We are seeking a highly motivated IT Technician to assist the Network Manager in maintaining and developing the school's ICT infrastructure. This is an exciting opportunity for someone keen to develop their skills and gain experience in a supportive environment that is working at the cutting edge of technology. The ideal candidate should be fully literate in all MS Office applications and have knowledge of network management, they should also have an interest in AV and (with training) the ability to support larger events including school productions, presentation evenings and liturgies with sound and lighting. The successful candidate will play a significant part in providing an efficient and effective customer service and problem-solving facility school wide, and will be one of the first lines of support for school staff, as well as students.

The successful candidate will be working closely with the Network Manager to maintain the smooth day-to-day running of the school computer system and associated hardware, software and peripherals for network and standalone machines, servers and laptops.

This is an excellent opportunity for the right individual to gain exposure to the Education Sector with great rewards including a good pension, training and progression. We offer:
- A committed, supportive and successful team
- Encouragement for professional development, innovation and creativity.

Previous experience of a role in an educational setting is desirable.

If you would like to come in and meet the team and discuss this opportunity further please contact: Yvonne Dore (School Business Manager) y.dore@sjb.surrey.sch.uk (01483 749943).

Application & Selection:

Closing Date: 9.00am on Friday 1 July 2022

Shortlisting: Monday 4 July 2022

Interviews: Week beginning 11 July 2022

Further information and the application forms are available to download from our website.

Completed applications, or any queries regarding the role or your application, should be sent via email to jobs@sjb.surrey.sch.uk. Please note that CVs will not be accepted on their own but must be submitted along with the application form. Shortlisted candidates will be notified, invited for interview and references will be taken up immediately.

St John The Baptist School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

The School encourages all candidates to be familiar with the following documents:
Section 1 of the DfE paper on "Keeping Children Safe in Education" September 2021
Safeguarding and Child Protection Policy.

In line with the General Data Protection Regulation (GDPR) the School asks candidates to consider the Privacy Notice for Job Applicants. The documents listed above are available from the School's Vacancy and Policy pages.

Job Description

Report to: Senior IT Technician

Hours: We are looking for a full-time member of staff for 36 hours per week for 52 weeks (inc. 26 days holiday), however, for the right candidate we are willing to be flexible and would consider term time plus two weeks.

Salary: Salary dependent on skills and experience S3-S5 (£19,313 - £23,243 FTE)

Main responsibilities:
- To provide an outstanding level of IT support to staff and students at SJB.
- To be the first line of support for students and staff.
- To ensure that all IT support needs are logged, investigated and resolved (or escalated where appropriate) promptly.
- To image, deploy and maintain Windows 10 & 11 PCs, Laptops, iPads and other peripheral equipment such as scanners, printers, cameras/tripods, interactive whiteboards and projectors.
- To install and test new software and software updates/upgrades ensuring compliance with software licensing regulations.
- To work with the relevant teams to support the on-site infrastructure elements such as physical and virtual servers and networking devices, thereby ensuring the availability and security of the network, data and applications.
- To be responsible for the school's building management system (Net2) and the CCTV system (Unifi) ensuring that all cameras are operational and up to date.
- To assist key staff in using and finding incidents on CCTV.
- To administer user login accounts, distribution and security groups, ensuring that staff, students and trainee teachers have access to the data and resources they need.
- To support audio-visual activities across the school, including, but not limited to:
    - video shooting and editing
    - supporting larger events including school production, presentation evenings and liturgies
    - maintaining all AV equipment
- To maintain confidentiality at all times in respect of school-related matters to prevent disclosure of confidential and sensitive information.
- To support GDPR compliance.
- To undertake any other duties as specified by the Network Manager or other senior colleagues not mentioned above.

The successful candidate will have/be:
- Willing to learn and have the ability to pick things up quickly
- Highly organised and efficient
- Ability to work individually and as part of a team
- Enthusiasm and a positive outlook
- Ability to work under pressure
- Engaging personality with the ability to establish a rapport and build strong relationships
- Excellent time-management with the ability to prioritise workload, multi-task and keep calm under pressure
- Methodical approach to problem solving
- 5 GCSEs (or equivalent) at A*-C including English and Maths
- Formal relevant IT qualification e.g. A level, NVQ Level 3, BTEC, degree or equivalent (or be an undergraduate currently studying towards an IT-based degree)
- A clear interest in IT and new technologies
- Full clean driving licence and own car
- Sense of humour!

The following are desirable:
- Passion for videography and AV work, even if just a hobby
- Experience of supporting IT within a school or corporate environment
- Experience of using and/or supporting iOS.

A few thoughts about SJB...

Thank you for your interest in the position of IT Technician. I hope you find all the enclosed information useful when applying for this role. I thought it would be useful if I gave you a personal perspective of our school, including a few comments from a current member of staff about what life is like at SJB. Hopefully this will help you decide whether or not SJB is a place where you would be happy and flourish, and where you could do an outstanding job for our children.

SJB is part of the Xavier Catholic Education Trust. We are a group of fifteen schools in the Diocese of Arundel and Brighton who have come together to work collaboratively for the benefit of all the children we serve. The Trust's aim is to provide a caring and supportive environment within which all children receive the best possible education.

SJB is located just outside Woking town centre, and a 15 minute walk from the train station (22 minutes from London Waterloo on the train). The original school, built in the late 60's (but don't worry, the first thing visitors comment on is how vibrant the learning environment is), has changed significantly in recent years as we have expanded and improved our facilities in order to meet the needs of our increasing student numbers. There will be an increase of 60 students each year and by 2023 we expect our total to be close to 1700.

We are very fortunate to work with such a brilliant group of students. If you come to visit us, you will see that they are happy, hard-working (on the whole!) and very positive about our school. Achievement is at the forefront of everything we do at SJB and it would be fair to say it is "cool" to achieve. Our staff are vibrant, enthusiastic and passionate about ensuring our students get the very best deal. A new member of staff recently commented *"Working at SJB means that you are surrounded by like-minded colleagues: people who want the best for their students and are prepared to go the extra mile to get it. This means that the standards are really high but I've found that invigorating rather than daunting; with so many great teachers and support staff in the school, I am constantly hearing new ideas and techniques to develop my own practice. That's not to say that it's all work and no play though, there's a strong focus on the importance of work/life balance and the school is aware that tired teachers don't deliver engaging lessons and tired support staff can't perform the vital roles that keep the school moving forwards. The staff room is a chatty and welcoming place to be and most people feel quite at home from day one!"*

At our last OFSTED inspection (June 2014) we were judged to be outstanding in every category. We are very proud of achieving this result and it is especially pleasing for the students and staffs hard work to be externally recognised in this way. Please do not think we know all the answers, we don't. Our mission is to be the best school in England and we will continually look for ways to improve.

We are a fully comprehensive school and are therefore proud of our exam results. Full details are on our website but I will give you a few 'highlights'. During our last public exams in 2019 our GCSE students achieved a Progress 8 score of +1.13, placing our results in the top 0.5% of all comprehensive schools in England; 86% of our students achieved 5+ grades in English and Maths. A-Level results were also very strong with 100% pass rate and 72% gaining A *-B.

We are very committed to improving the whole school system. Last year we were designated as a Teaching Hub. We are also a Maths Hub and SCITT (we are currently the largest SCITT provider in the country). This means we are able to offer our staff new opportunities in: training future teachers; developing Maths teaching across all phases and supporting local primary and secondary schools. We currently have a number of staff that work, in a variety of capacities, in other schools. We work hard to offer development to all stages of a teachers career; from initial teacher training to NPQH for prospective Headteachers.

We are very proud to have been designated as one of the first World Class Schools in 2015 an award that was ratified again in 2018. More recently we have been recognised as "transforming" under the SSATs Framework for Exceptional Education in all twelve aspects of our practice including: culture of reflection; professional learning; variety of teaching; and leadership through moral purpose. The first school in the country to do so!

Technology at St John the Baptist School is a major part of teaching, learning and school/teacher administration. We have developed a strong 'can do' approach to supporting staff which encourages everyone to embrace the possibilities that technology has to offer within the school for teaching, learning or administration. Every child has their own iPad which they use to support their learning (as do teachers). We have developed several 'in-house' apps for both staff and students and are always seeking new opportunities to improve our use of technology.

Working in a Catholic school is unique. The Christian ethos is at the core of everyday life at SJB and is one of our greatest strengths. Visitors frequently comment on the care, compassion and real sense of community that permeates everything that we do. We appoint members of staff, who, whatever their beliefs, support the ethos of our school and will always put our children first.

Expectations are incredibly high here at SJB. We expect the very best from and for our students and we expect the same of ourselves as staff. All the staff at SJB are highly valued and contribute in various ways to the overall success of our students. If you feel you would like to know more about this opportunity to join the SJB community, you are welcome to visit and look round the school at any time.

In conclusion, we believe this a truly fantastic place to work. We welcome all applications, especially those from people of different ethnic backgrounds.

James Granville Hamshar
Headteacher

Additional information can be found on our school website www.sjb.surrey.sch.uk