



**Edmonton County School**

*Educating our Community for Success*

## 2<sup>nd</sup> Line IT Technician

### Scale 4

## Permanent / Full Time

Required: As soon as possible



**Cambridge Campus**  
Great Cambridge Road,  
Enfield EN1 1HQ

**Bury Campus**  
Little Bury Street,  
Edmonton,  
London, N9 9JZ

Tel: 020 8360 3158 Email: [ECSRecruitment@edact.org.uk](mailto:ECSRecruitment@edact.org.uk)

Head of School: Paul Miller

# About EdAct



**EdAct**

[www.edact.org.uk](http://www.edact.org.uk)

EdAct comprises Edmonton County Secondary School (Bury and Cambridge Campuses), Lea Valley Academy, Edmonton County Primary School, Salmons Brook School and, the Konrad Halls Centre.

Our Academies provide an education for children aged 4-18 in North London. We have been educating young people in this part of London since 1919 and throughout that time our approach has been epitomised by high standards and academic excellence, a tradition that continues today.

Our values of aspiration and achievement, personal responsibility, self-discipline and mutual respect are evident in all our work and result in young people who develop and grow as independent, resourceful and resilient individuals.

The Trust has set out the following vision for its work:

**E**xcellence in all we do

**D**eveloping a shared understanding of teaching and learning by sharing strengths and best practice

**A**mbitious and Accountable to our community for the better use of public funds so more resources are available to address the challenges we face

**C**reative in our approach to achieving the best for the children

**T**rusted by the community to provide a high-quality education and a great place to work

As a Trust we are committed to providing the best for the children in our schools but also to offer excellent professional development to our wonderful team of staff. If you join us you will enjoy excellent conditions of service and teach children who are keen to learn and succeed. The success of our Trust means that you will have great career prospects either within the Trust or beyond.

We look forward to hearing from you.

**Dr Susan Tranter**

**Chief Executive**

# About ECS



## Edmonton County School

[www.edact.org.uk](http://www.edact.org.uk)

[Ofsted Report](#)

Edmonton County School (ECS) is a 4-18 mixed, community, comprehensive school with a long history of providing a high-quality education to the communities of Enfield and Edmonton. Although we are a large organisation, with over 1800 students and around 250 staff making up our school community, our dual-campus structure means that the young people in our care have the experience of being in a caring and supportive environment that much smaller schools can offer.

ECS has a hard-working and high-calibre staff working as teachers and members of the wider workforce. Together, we share the aim that we are 'Educating our Community for Success'. The governors, staff and myself share a passionate commitment to meeting the varied individual needs of all our students, in order to ensure they leave ECS with the best possible academic qualifications. We want them to enjoy every aspect of their learning and we want them to develop as individuals, so that they leave us as confident and socially-responsible young people who are well equipped to contribute to society and enjoy success in whichever field they choose for themselves.

At Key Stage 4 (GCSE), the progress of our students is consistently good, whilst post-16 the progress of our students studying A Levels puts the school in the top 10% of Sixth Forms nationally. Whilst we continue to enjoy increasingly high standards of academic achievement, we are always ambitious to do even better and we are continually looking for ways to raise the level of achievement of our students.

Research has shown that strong partnerships between parents and school staff have a positive impact on a child's progress and helps them to feel good about school and their education. I have been teaching in north London schools for over 25 years and have been a senior school leader for over 15 years. I know that a successful school and happy children depend on all of us working together.

Working together also ensures that children are getting a consistent message about good behaviours. Our school is a calm, orderly place and we have high expectations regarding attendance, punctuality, attitudes towards learning, showing respect to members of the school community and the wearing of our uniform, both in school and in the local community.

I look forward to hearing from you.

**Paul Miller**

**Head of School**

## Job Description: 2<sup>nd</sup> Line IT Technician



Post Title: 2<sup>nd</sup> Line IT Technician  
Grade: Scale 4  
Hours: 36 hours per week x 52 weeks per annum

Responsible to: Trust IT Manager, Chief Operating Officer

As a 2<sup>nd</sup> Line IT Technician, you will be responsible for the monitoring and maintaining of IT systems including remote working solutions. Working closely with other technicians to provide support for teaching and associate staff relating to IT resources within the trust.

We expect you to be self-motivated, efficient and well-organised with a keen eye for detail. You must have a keen interest in IT and must be able to work as part of a busy support team. We work to strict SLAs to provide excellent customer service to build relationships with internal and external customers.

The role will support level 2 requests.

### Main Duties and Responsibilities:

1. Maintain a strong customer focus.
2. Creation, Deployment and Management of Operating Systems.
3. Creation, Deployment and Management of Software
4. Creation, Deployment and Management of Group Policy Settings
5. Manage Office 365 Infrastructure
6. Provide IT support for all EAT users & ensure ICT rooms and Trolleys are presentable, clean and in full working order.
7. To ensure all requests logged on the ticketing system are resolved in a timely manner by:
  - a. Resolving Level 2 incidents & requests;
  - b. Assisting Level 1 technicians with the resolution of level 1 incidents & requests;
  - c. Escalating Level 3 incidents & requests and Assisting in resolution, where required.

***Continued on next page***



8. Installation & Maintenance of Networked & Standalone Equipment.
9. Configure and maintain Microsoft Cloud based management.
10. Liaise with 3<sup>rd</sup> parties in relation to Warranties, repairs, Maintenance, etc to resolve/avoid faults.
11. Carry out Stock Control.
12. Provide assistance with training in the use of ICT equipment that supports teaching and learning.
13. Ensure smooth operation of Staff Laptop allocation and regular maintenance of assigned equipment and documentation.
14. Maintain an accurate Asset Database through consistent and regular security marking, Auditing and logging of ICT equipment.
15. Maintain and enforce at all times a sufficient level of network and device security on any maintained and/or guest equipment.
16. Manage ICT Equipment for Loan or hire.
17. Ensure HASAW regulations relating to dept. and network are in use.
18. To act at all times in accordance with school policies and to provide a professional role model for students, parents and other staff.
19. Any other reasonable duties within the scope of this function and grading as directed by the Head teacher or delegated representative.

EdAct is committed to safeguarding and promoting the welfare of children and young people All staff are expected to demonstrate this commitment by signing the school's Code of Conduct.

***Continued on next page***



This person specification describes the skills, abilities and experience that we think are needed to do the job successfully. You should think about these carefully when writing the supporting statement part of your application form. We use the person specification as a benchmark against which we assess all candidates.

We will shortlist only those applicants who demonstrate in their application that they meet the criteria set out in the person specification. You should therefore make sure that your supporting statement demonstrates, how your previous experience, skills, qualifications and abilities match all those on the person specification.

You may find it helpful to list each of the person specification criteria as a separate heading and explain how you meet that criterion. When outlining your skills and abilities, try to give examples of your successes and achievements. Simply saying 'I have an understanding of...' is not enough.

## **Qualifications, Knowledge and Experience**

### **Essential**

- Ability to install and configure Network Peripherals & software
- Excellent understanding of IT
- Ability to meet tight deadlines
- Able to work on own initiative
- Excellent reporting skills
- Able to promote ICT good practice
- Keen interest in staff development of ICT
- Keen interest in self development within ICT area
- Methodical and analytical approach to troubleshooting

### **Desirable**

- Knowledge of Network technologies
- Knowledge of Exchange
- MCTS, MCITP, MCSE, CCNA or other similar network qualification
- Experience of line management or supervisory role
- Evidence of Web Development Skills
- Degree qualified in computer related subject
- Understanding of the project development lifecycle
- Experience of working within schools
- Experience of VoIP
- Evidence of employment in a position of responsibility
- Knowledge of Sims.net



## **Interpersonal Skills**

Able to work on own initiative

Ability to meet tight deadlines

Excellent Health and attendance record

Excellent communication, presentation, organisational and operational skills

Flexibility and adaptability

Ability to prioritise workloads

## **Personal Qualities**

Consistent in approach

Quick thinking and adaptable within changing circumstances

Resilience, Energy, Enthusiasm and vigour

Honesty, reliability, integrity and commitment to the success of the school

Dedicated to the support of staff and students

# How to apply

You can apply online by completing the application form:

<https://edact.org.uk/careers>

We look forward to hearing from you.



## Cambridge Campus

Great Cambridge Road, Enfield EN1 1HQ

## Bury Campus

Little Bury Street, Edmonton, London, N9 9JZ

Tel: 020 8360 3158 Email: [ECSrecruitment@edact.org.uk](mailto:ECSrecruitment@edact.org.uk)

Head of School Paul Miller