Computing Technician

support for teaching and leanring

Start: May/June 2021 ◉ Full-time ◉ Salary: NJC Scale 4/5

This is a fantastic opportunity for an ambitious and aspiring individual with the necessary qualifications, interest and skill-set.

The successful candidate must have a good knowledge of computer systems, networks and a range of software applications. A personal interest in IT will be a drive for high quality technical support to further improve the setup while advising staff and pupils on appropriate use. Providing support and advice so that staff are able to use technology effectively to provide great learning is integral to the role.

Bigland Green Offers…

A good infrastructure for computing and support for higher level network management	**Up-to-date hardware and software for curriculum and admin**	**Staff who are confident in the appropriate use of new technology for teaching and learning**
Pupils who are keen on learning and becoming successful in life	**Expertise within the staff and governors to provide good support**	**Modern, spacious building with exceptionally good resources for learning**
Excellent support from team and subject leaders for the promotion of new technology for learning	**A healthy budget allowing for further investment in the use of new technology to support teaching and learning**	**Ofsted grading Outstanding Provider**
Friendly staff team		**Opportunities for further training for the right candidate**

Visits are encouraged and welcome (with social distancing) - please call the school office on 020 7702 7088 to arrange. The application form and JD can be downloaded from **http://www.biglandgreen.towerhamlets.sch.uk/**

Apply by: Thursday 22 April 2021 by 12:30 PM

Only short-listed candidates will be contacted by email and invited to interviews during week beginning 26 April 2021.

Bigland Green ~ a great place to learn & grow

Bigland Green Primary School

Post Title:	Computing Technician ~ support for teaching & learning
Responsible to:	Headteacher
Salary:	NJC Scale 4/5, Points 18 to 25 (£24,279 – £29,022) depending on qualifications and experience; 35 hours per week pro-rata; term time only (*however, some tasks may need to be carried outside term-time and these will be discussed and agreed in advance at the beginning of each term*).

Main purpose of the job:

1. Provide high quality computing support[1] to the school and through the preparation, installation and configuration of equipment, computing support for staff and pupils within the defined Becta FITS framework processes.

2. Provide effective support to staff members with computing technology so that they can effectively deliver the school curriculum and provide pupils with great learning.

3. To undertake project implementation and commissioning tasks under the direction of the headteacher, ensuring all tasks are completed against agreed quality assurance procedures.

4. Maintain regular communication with the designated external support provider to ensure all computing incidents, configurations and changes are recorded, reported on and controlled within the agreed processes.

Major duties and responsibilities

1. To maintain and develop the school's computing systems for safe, effective use by pupils, staff members and other users. To deal with issue proactively and in a systematic manner and strengthen the school's infrastructure for computing.

2. To provide technical and subject specific support to the teachers and contribute to the implementation of the school curriculum through the delivery of the national curriculum and enrichment activities.

3. To provide 1st and 2nd line of technical support and subject specific support to all staff whilst contributing to the implementation of the school curriculum through the delivery of the national curriculum and enrichment activities.

4. To support and advise pupils and staff in the appropriate use of *new technologies*, providing on- site training where necessary or under the discretion of the headteacher.

Job activities

1. Maintain, upgrade and repair a wide range of PC's and peripherals; install complete applications.

2. Promptly investigate and diagnose software, hardware and network problems, document error reports. Escalate issues for support with LGFL or an external support agency as necessary.

3. Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.

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[1] The word 'computing' is used instead of 'IT' which is commonly used in sectors outside education.

4. Develop and maintain cloud/browser based software as well as enhancing the school's capacity to make effective use of this and other developing technologies to support learning both at school and at home. Administer the school's digital platform to support staff and pupils for online learning, ensuring all 'online classrooms' and user accounts are maintained and kept up to date.

5. Install software on the file server; maintain hardware and software of the server logs; ensuring all domain controller and file server backups are in working order; set disk space and printer quotas; create network shares and manage access rights; monitor system logs; creating and managing the set group polices of the school network; managing the Active Directory and ensuring staff are assigned to the correct security permissions.

6. Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use. Managing and updating a wide range of school resources including iPads and using Apple School Manager/Volume Purchase Programme to deploy licensed apps to support the computing curriculum when required.

7. Follow the agreed maintenance schedule; manage efficient implementation of backup, virus protection and security procedures, including data protection policies.

8. Respond to support requests from the staff, recording detailed diagnostic information and using appropriate knowledge bases/ logs to inform diagnosis and resolution.

9. Determine whether an intermediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible by escalating to a support provider for investigation.

10. Identify possible computing requirements and develop outline specifications for solutions for approval by the headteacher.

11. Maintain and update the school website as necessary and other digital platforms.

12. Follow the LA's health and safety procedures and raise awareness among staff, pupils and other users about online safety.

13. Work as part of a team and adopt flexible working practices. Work alongside other staff members to plan and run sessions for parents.

14. Provide support to teachers with the planning and delivery of specific subject related contents.

15. To plan and deliver enrichment activities in consultation with the headteacher and based on the needs and priorities of the school.

16. Work alongside the learning mentor (LM) to identify strategies for the effective use of computing to engage pupils with particular needs.

17. Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities.

18. Attend training days, and provide training on the use of computing resources.

19. Read policy documents; attend relevant meetings.

20. Act fully in accordance with the equal opportunities and health and safety policies.

21. Undertake additional duties that commensurate with the nature of the post.

Signed by:

Post holder: Date:

Headteacher: Date:

Computing Technician

Person specification & selection criteria

	Essential	Desirable	
Qualifications	▪ GCSE in English, mathematics and science – grade A* to B **and** a recognised qualification on IT networking and management.	▪ CompTIA A+ and N+ certification or equivalent qualifications **or** a degree in IT networking and management.	Application
Experience/Knowledge	▪ Experience in managing and deploying Windows 10, installing applications, device drivers and printers. ▪ Experience/knowledge of how to manage mobile devices such as iPads using local or cloud based MDM systems. ▪ Experience/knowledge of managed wireless systems. ▪ Experience with Google classroom or Office 365. ▪ Experience of providing technical support and guidance, and supporting an IT network – hardware and software. Driven by a passion for the effective use of technologies for self as well as for educating others.	▪ Experience/knowledge on Microsoft Windows server 2012 or above. ▪ Mobile Device Management (MDM) - wired network - Experience/knowledge in managing, configuring managed switches. ▪ Experience of working in a school or educational setting. ▪ Experience of managing IT infrastructure projects. ▪ Experience of delivering training to individuals or groups.	Application, tasks and interview
Competences	▪ Good knowledge of computer systems/ networks and a range of software applications. ▪ Able to work on own initiative as well as part of a team – prioritising own workload and making effective use of time. ▪ Able to explain technical issues to others in a clear and concise manner and the ability to communicate effectively with pupils, parents and staff using non-technical language. ▪ Able to maintain high level of motivation and have high expectations for self and others. ▪ Able to deal with confidential information and an understanding of data protection legislation. ▪ A commitment to safeguarding and promoting the welfare of children and young people.	▪ Understanding of school environments, budgets and pace of technology. ▪ Able to maintain and/or upgrade websites and a managed learning environment. ▪ Knowledge of MIS systems such as RM Integris; and knowledge of services provided by lgfl. ▪ Knowledge of both general and specific ICT health and safety issues relating to work for both self and all potential users.	Application, tasks and interview
Other	▪ Energetic and enthusiastic with excellent problem-solving skills. ▪ Ability to deliver a quality service whilst under pressure. ▪ Willing to adapt and be flexible to the needs of the school.	▪ A natural interest in educational issues and a personal curiosity about technology.	Interview & tasks