



**Chulmleigh College**  
Nothing but our best



# ICT Technician Candidate Pack

*Closing date: 10.00am Tuesday 8<sup>th</sup> October 2024*

*Interview date: Tuesday 15<sup>th</sup> October 2024*



**COMPASSION AMBITION TEAMWORK**



## A Very Warm Welcome

Welcome to Chulmleigh College and thank you for requesting this pack.

If you would like to work in a school that values hard work and achievement, becoming part of a team focussed on preparing children to leave school as well-educated and resilient young people, please read on.



The successful candidate will be joining the College at a point where five years of growth has been stabilised and secured: with every year group fully subscribed. Our reputation across Devon is such that we are the chosen school for many families who live a great distance outside our designated transport area. This is because they like the way we operate as a school; valuing tradition and concentrating on ensuring pupils achieve highly and behave very well. Those visiting the school always comment on how well-mannered our pupils are.

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We are looking for a confident and experienced ICT technician to become part of our hardware and network support team. The role will include supporting the IT, network and infrastructure across the four schools of Chulmleigh Academy Trust, assisting in the management of the Academy's network, installing, configuring, upgrading and troubleshooting IT related faults and queries, and installing applications and systems software in order to maintain IT services across the Trust.

Experience of working in a school environment would be an advantage, although not essential as training will be provided.

Good behaviour, hard work and excellent manners are at the heart of our school and we welcome applications from candidates who share our values and approach. This is a great school to be a part of.

*Michael Johnson*

*Executive Headteacher Chulmleigh College*

*CEO Chulmleigh Academy Trust*

### We are looking for someone who:

- Has good communication skills
- Can work on own initiative
- Can demonstrate practical knowledge and problem-solving strategies
- Has excellent inter-personal skills
- Is sensitive to the different levels of expertise in the school
- Keeps abreast of new developments in software and hardware
- Is reactive to non-routine problems
- Is able to prioritise tasks



# About Our School

Chulmleigh College is a successful and ambitious rural secondary school with a strong reputation for high standards. The progress of our pupils is consistently amongst the best in the region. In 2024 our provisional Progress 8 Figure of +0.81 places us in the top 5% of schools nationally.

The College was totally rebuilt a few years ago, with the completed buildings opening in 2017. Numbers have grown substantially in recent years, from 500 to the current roll of 750, and most year groups are oversubscribed, due to both our excellent reputation and the College's successful transport service, which brings in approximately 25% of our pupils from outside the school catchment area.

We aim to create ambition and inspiration and want our young people to achieve all that they can in a safe, caring and well-disciplined environment. We commit ourselves to providing a learning experience which ensures high challenge, inspires, and provides both the range of qualifications and the start in life which will last forever. We aim for our young people to have the foundation and independence they need to make the progress they are capable of, building resilience for their future lives.

As a school we value courtesy, hard work and respect, and set high standards of behaviour; promoting self-discipline, resilience, responsibility and working together as a community.

We offer a broad and rich curriculum, enhanced by excellent extra-curricular activities; our outdoor education in the form of Ten Tors and Duke of Edinburgh is particularly strong. As well as having high academic achievement, we also have a proud record in sport, music, drama and art.

Our pupils read an astonishing amount of literature and develop themselves by making the most of the array of opportunities available. This is all possible because teaching and support staff create the best opportunities for our pupils. We are very proud of our team, who work hard to make our school a happy place where we learn together in a formal, warm environment. We are also proud of the excellent relationships we have with our pupils, families and friends within the community.

Chulmleigh is a Saxon hilltop market town in North Devon, near the Mid Devon border. It lies near the banks of the Little River Dart, and is surrounded by rolling hills, woods and farmland. With Exmoor and the

North Devon coast to its north, and Dartmoor and the city of Exeter to its south, Chulmleigh is in a beautiful part of the county and is easily accessible from all other areas.



## Our Values

### Compassion

Compassion is caring about others, behaving towards them with humanity, generosity, and concern, and caring about other people's struggles. It is a skill which has benefits; treating others with compassion means they are likely to treat you, and others, back in kind.

We recognise the uniqueness of each circumstance and every child in the Trust, liaising closely with families and work to show appropriate compassion for our pupils and community.

### Ambition

We work hard to help pupils develop a strong sense of ambition: the appetite for challenge and the determination to look beyond the horizon for inspiration. Whilst we recognise that children have different talents and abilities, we nevertheless expect each pupil to work hard and make significant and tangible progress. Our ultimate aim is to help them to achieve the best results possible, providing a wide range of options for their next stage in life.

### Teamwork

Teamwork is an essential communication and social skill and includes compromise, collective effort, active listening, effective speaking and providing support for a group. We encourage our pupils to learn how to listen and be independent, in order to perform their individual roles and function as a cohesive unit, and how to respectfully and confidently express their ideas and opinions effectively in a group setting.

# WE GIVE NOTHING BUT OUR BEST





## The ICT Department

We are looking to appoint an enthusiastic, organised and friendly person to work within our committed and hardworking ICT team.

Our ICT team deal on a daily basis with a wide range of tasks, challenges and opportunities, making the role ideal for someone able to respond dynamically to a constantly changing set of demands on their time.

The ICT team works across the four schools in the Trust, keeping the ICT infrastructure maintained, online and safe. The team take care of a programme of regular tasks, which may be interrupted to deal with new priorities as they arise. The ICT team is small but effective, supported by an external ICT specialist, and our ICT provision is modern, robust and stable. Our systems are subject to very low levels of unplanned downtime, and are well managed, with sufficient capacity to deal with our needs for the foreseeable future. This gives the ICT department opportunities to be proactive in planning ahead and implementing ongoing improvements, while also enabling the team to respond quickly when issues do arise.

The ICT function is centralised at the College but supplies and supports the ICT needs across all the schools in the Trust. The College is the hub of our

system, and the ICT teams support all the schools in the Trust, which means that some travel between our schools will be necessary from time to time. The work is carried out with the support of the external provider, who is on call to assist with particularly technical, unusual or problematic issues.

The ICT department have responsibility for ensuring the delivery of a wide range of services across the schools, including:

- Keeping the schools' ICT infrastructure maintained in good working order
- Following best practice in relation to cybersecurity
- Proactively seeking solutions to challenges, often with tight deadlines
- Organising short- to mid-term priorities to ensure needs are met with minimal disruption to the education of the pupils
- Ensuring the ICT systems remain online and operational, with minimal downtime
- Ensuring that staff have the ICT resources they need to carry out their roles

We pride ourselves on supporting staff to achieve their highest potential, in a friendly, positive environment.



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# JOB DESCRIPTION

**Job Title: ICT Technician**

**Status: Permanent, Part Time**

**20 hours per week**

## Job Purpose (including main duties and responsibilities)

### Accountable to the Premises and ICT Manager

The purpose of this role is to provide, develop and maintain IT services that support effective teaching, learning and administration within the school and to support colleagues with the IT infrastructure and devices.

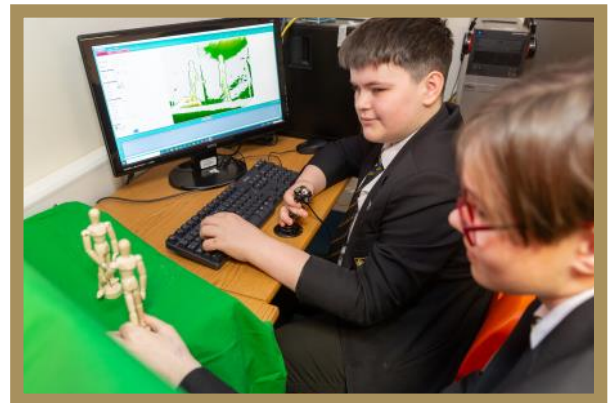
### Main Duties & Responsibilities

- To provide and maintain ICT facilities and resources
- To work closely with the Trust IT advisors.
- To ensure that the schools computer network and peripheral devices are maintained in good working order including daily management of the IT helpdesk.
- To provide support for the local day to day operation of the Network and IT resources, including hardware, software and cabling.
- To co-ordinate repair of all IT related equipment as directed by your line manager.
- To liaise with authorised repair agencies as requested.
- To assist in the installation of IT related hardware and ensuring its successful operation.
- To perform software installs as and when required.
- To provide ad hoc technical support to both administrative and teaching staff.
- To monitor resources as requested.
- Working with our IT advisors to support the work on Cybersecurity.
- To undertake project work to enhance and further the IT infrastructure, administration and teaching aids.

### Location

The post holder may be required to work at any school which is currently within or in the future joins the Chulmleigh Academy Trust chain of academies, either on a temporary or permanent basis according to the operational needs of the Trust.

**This document outlines the duties required of the post-holder for the time being to indicate a level of responsibility. It is not a comprehensive or exclusive list and from time to time duties may be varied.**



**COMPASSION AMBITION TEAMWORK**



# ICT Technician

ATTRIBUTE	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications	<ul style="list-style-type: none"> <li>◆ A good level of English and Mathematics</li> </ul>	<ul style="list-style-type: none"> <li>◆ An IT relevant Qualification</li> </ul>	AF
Experience		<ul style="list-style-type: none"> <li>◆ Previous experience of working in a technical support role</li> <li>◆ Previous experience working with children in an educational setting</li> </ul>	AF / I
Skills	<ul style="list-style-type: none"> <li>◆ Highly skilled in all mainstream applications and has a capacity and desire to learn how to use new IT systems</li> <li>◆ Ability to meet deadlines and prioritise conflicting demands in the best interests of the pupils and wider school community</li> <li>◆ Able to deal with sensitive information in a confidential manner</li> <li>◆ Able to maintain the appropriate professional relationships and boundaries with children</li> </ul>	<ul style="list-style-type: none"> <li>◆ Windows desktop deployment techniques / support Wireless network configuration</li> <li>◆ Configuring security technologies around windows systems, wired and wireless networks</li> </ul>	AF / I / R
Personal Qualities	<ul style="list-style-type: none"> <li>◆ An effective team player who can think and work independently</li> <li>◆ A high level of organisational skill, including the ability to work independently and collaboratively to support the work of IT and teaching colleagues</li> <li>◆ Strong interpersonal skills with good oral and written communication skills</li> <li>◆ Prepared to undergo training appropriate to the post</li> <li>◆ Able to organise workload in order to meet deadlines</li> <li>◆ Able to work in a calm and effective manner when working under pressure</li> </ul>		I / R

AF Application form

I Interview process

R References





# COMPASSION AMBITION TEAMWORK

## How to Apply

Please complete the online application form available [here](#).

A tour of Chulmleigh College will be arranged as part of the interview schedule.

**Status: Permanent, Part Time, 20 hours per week**

**Closing date: 10.00am Tuesday 8<sup>th</sup> October 2024**

**Interview date: Tuesday 15<sup>th</sup> October 2024**

**Start date: October 2024**

If you have any questions please email: [personnel@chulmleigh.devon.sch.uk](mailto:personnel@chulmleigh.devon.sch.uk) or call 01769 580215.

Chulmleigh College, Chulmleigh, Devon, EX18 7AA



*Academy staff photo taken at a recent inset day.*



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Academy Trust**