

IT/AV Technician

Start date: ASAP

Salary: Grade E Point 4 – 8
£23,114 – £24,702

Full-Time, Permanent



CIRENCESTER
KINGSHILL
SCHOOL

Kingshill Lane
Cirencester
Gloucestershire
GL7 1HS

01285 651511

Cirencester Kingshill School is seeking an IT/AV Technician to assist the IT Network Manager in maintaining the school network and day to day running of the school IT systems with 1st and 2nd level support.

We are currently moving into a period of significant investment and change to our digital strategy, which involves a sustained effort off modernising the school's IT systems, processes and hardware. The IT Team is pivotal in providing essential support to the Kingshill School community and this is an exciting time to be joining the team.

The network currently comprises a Microsoft Windows system with over 200 desktop workstations, 150 laptops, and various Apple iMacs. The school utilises 16 servers running Windows Server 2019, with virtualised domain controllers using Hyper-V. The primary Management Information System is Sims.net, this is within a SQL 2016 environment.

The network, mainly gigabit-connected, employs VLANs with individual domain controllers, and email services are managed through Office 365. The switch infrastructure, primarily Ubiquiti, is undergoing a transition to standardise on this brand. The school features a Uni-Fi wireless network, currently limited to school devices but with plans for expansion.

Software applications include Microsoft Office, Office 2019, and various educational tools. Sims.net plays a crucial role in data management, attendance, and behaviour tracking. Financial systems run on FMS, while cloud-based platforms like Accessit, Edulink, Clickview, Kerboodle, and ParentMail cater to library management, behaviour tracking, multimedia streaming, lesson content, and parent communication. Sophos Endpoint protection and Intercept X software are deployed for virus and malware protection.

office@cirencesterkingshill.gloucs.sch.uk
www.cirencesterkingshill.gloucs.sch.uk

Registered in England and Wales number 7686390

Applications by: 9.00am

Monday 30th September 2024

We reserve the right to close applications early due to the urgency of the vacancy. Therefore, we urge interested applicants to apply as soon as possible.

Classrooms are equipped with interactive whiteboards, projectors, and speakers, with plans to increase touchscreens in the future. Active Directory/network includes around 1100 users, including staff and students. The IT department oversees the school telephone system, CCTV system with 60 cameras, and the Paxton Access control system.

Beyond routine responsibilities, the IT/AV Technician supports school events, providing PA systems, LED lighting rigs, and adaptors. Occasional out-of-hours work may be required, compensated through paid overtime or time off in lieu in agreement with the Line Manager.

For a comprehensive understanding of the position, refer to the detailed job description.

Hours

37 hours per week at the following times:

8.15am – 4.15pm, Monday – Wednesday

8.15am – 4.00pm, Thursday – Friday

The above hours include a 20-minute paid break (if working more than 4 hours per day) and a 30-minute unpaid lunch break, to be taken at times agreed with the Line Manager.

shaping greater futures



CIRENCESTER
KINGSHILL
SCHOOL

Kingshill Lane
Cirencester
Gloucestershire
GL7 1HS

01285 651511

Salary Scale

Salary Scale Grade E point 4 – 8, £23,114-£24,702
per annum

Holidays

The post is all year round (52.143 weeks per year). This includes 25.5 paid days holiday rising to 30.5 after 5 years continuous service plus statutory holidays.

Annual leave will have to be taken when the school closes over the Christmas period. The post holder will also have the option to take 10 days of their annual leave entitlement in school term time, but this leave will not be able to be taken at the same time as the IT Network Manager. The remaining balance of annual leave will then have to be taken in the school holidays. All holidays must be taken at times agreed with the Line Manager. *

** In the current holiday year (April 2024 – March 2025) the school is trialling all year round staff still taking annual leave when the school closes over the Christmas period, but then being allowed to take their remaining annual leave at any time. However, for this role any term time leave would still not be able to be taken at the same time as the IT Network Manager.*

Safeguarding

Cirencester Kingshill School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share the same commitment. This post is subject to an enhanced Disclosure and Barring Service check.

We welcome applications from underrepresented groups including ethnicity, gender, transgender, age, disability, sexual orientation or religion.

How to Apply

- Please complete the Application Form for Support Staff (available via the school vacancies section on the school website).
- Include the names, addresses, contact numbers and email addresses of your two referees.
- Include your C.V.

Please note that applications without the above being completed/included will not be accepted.

- It would also be helpful if you could include a letter of application which explains how your experiences and skills will best fit the role of IT/AV Technician.

Please email completed application forms and relevant documentation to:

jobs@cirencesterkingshill.gloucs.sch.uk or post to
Cirencester Kingshill School, Kingshill Lane,
Cirencester, Gloucestershire, GL7 1HS.

**Closing date for receipt of applications:
9.00am – Monday 30th September 2024**

We reserve the right to close applications early due to the urgency of the vacancy. There we urge interested applicants to apply as soon as possible.

Interview Date: TBC

We look forward to hearing from you. If you require any further information please do not hesitate to contact the Personnel Officer on 01285 651511 ext. 203, or email:

jobs@cirencesterkingshill.gloucs.sch.uk

CIRENCESTER KINGSHILL SCHOOL

JOB TITLE: IT/AV Technician

LOCATION: Cirencester Kingshill School: 11 – 16 Secondary School

HOURS: 37 hours a week at the following times (not including unpaid breaks):

8.15am – 4.15pm, Monday – Wednesday

8.15am – 4.00pm Thursday – Friday

The above hours include include a 20-minute paid break and a 30-minute unpaid lunch break, to be taken at times agreed with the Line Manager.

GRADE: E

RESPONSIBLE TO: IT Network Manager and through the IT Network Manager to the School Business Manager, Headteacher and Board of Trustees.

JOB PURPOSE:

To assist the IT Network Manager in supporting the school network, PC infrastructure, telecoms and Audio-Visual systems.

To support staff, students and other users of the School IT systems and ensure that support requests are logged and dealt with in a timely manner. Under direction from IT management to maintain, repair, install and update school devices and systems.

Specifically, the main purposes of the post will include:

- To maintain and develop the school's IT resource for safe, effective use by students and staff.
- To support and advise students and staff in the appropriate use of IT.
- Provide the first and second level of technical support to users relating to all IT, telecoms, Audio Visual equipment and stage lighting and controllers (henceforth referred to as "IT equipment").
- Install new IT equipment and install operating systems and software onto them as directed. Maintain network access rights including creating individual new user accounts and archiving old ones.
- Undertake daily routine and non-routine checks, maintenance, calibration, cleaning and fault investigation.
- Assist with the provision and support of IT equipment associated with assemblies, meetings and other presentations.
- Assist with the preparation of IT/AV equipment for open evenings and other similar events that may occasionally require out of hours working (*see 'Other Conditions - Claims/Time off in Lieu'*).
- Maintain and repair IT equipment, liaise with third-party maintenance and repair companies or seek specialist assistance in order to ensure safe and efficient operation.
- Diagnose and resolve workstation operating system and software problems, independently where possible but seeking advice when necessary.
- Assist in the daily and monthly backup routines.
- Ensure the safe storage of equipment, materials and the disposal of equipment and consumables in line with relevant regulations, guidelines and school procedures.
- Help maintain network connections, connection and re-connection sockets and cabled when necessary.
- Help install IT/AV equipment.

- Maintaining records of stock and loans of equipment and materials, identifying when new stock is required and taking receipt of stock deliveries, particularly printer consumables and supplies.
- Undertake annual stocktaking and clerical duties when necessary.
- There is potential to learn and be part of a transition to a Google School in the near future.
- Assist teaching staff as directed and undertake other duties and responsibilities commensurate with the post.
- To provide assistance where required within a classroom environment, with bookings originating from the school room/laptop booking system, as well as delivering these devices to the requested classrooms.
- Assist in the maintenance and installation of the school CCTV cameras.
- Assist in the maintenance and installation of the school's access control system and associated peripherals.
- Work within the requirements of Data Protection/GDPR at all times.

General:

- The post holder will be expected to undertake any appropriate training provided by the school to assist them in carrying out any of the above duties.
- The post holder will be expected to contribute to the protection of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate Line Manager and where necessary the school's DSL (Designated Safeguarding Lead) or Deputy DSL.
- The post holder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.

This job description is to be reviewed annually.

Your job description is not your contract. The document is flexible and can be changed according to the needs of the organisation in agreement with your Line Manager or the Headteacher.

Other Conditions

Holiday entitlement

The post is all year round (52.143 weeks per year). This includes 25.5 paid days holiday rising to 30.5 after 5 years continuous service plus statutory holidays.

Annual leave will have to be taken when the school closes over the Christmas period. The post holder will also have the option to take 10 days of their annual leave entitlement in school term time, but this leave will not be able to be taken at the same time as the IT Network Manager. The remaining balance of annual leave will then have to be taken in the school holidays. *

All holidays must be taken at times agreed with the Line Manager.

**In the current holiday year (April 2024 – March 2025) the school is trialling all year round staff still taking annual leave when the school closes over the Christmas period, but then being allowed to take their remaining annual leave at any time. However, for this role any term time leave would still not be able to be taken at the same time as the IT Network Manager.*

Claims/Time off in Lieu

If a member of Professional Support Staff in their job description is required to work after their contractual hours or occasionally work outside their contractual hours, which has been agreed in advance with their Line Manager, they can either be paid for the agreed time on a claims basis or take time off in lieu in line with the school policy.

Resignation

A resignation period of 1 month is required.

Disclosure & Barring Service

All employees of the school are required to apply for a Disclosure & Barring Service Clearance Certificate.

This job description may be amended at any time after discussion with you, but in any case, will be reviewed before 1.4.25.

Post Holder Sign: Date:

Please print your name:

Line Manager Sign: Date:

Please print your name:

Cirencester Kingshill School

Person Specification - IT/AV Technician

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> A good level of English and Mathematics 	<ul style="list-style-type: none"> Formal IT Qualification
Experience, Understanding and Knowledge	<ul style="list-style-type: none"> IT support experience Ability to recognise confidential information and treat it appropriately Ability to work constructively as part of a team Ability to work under pressure and in situations where there may be frequent interruptions Ability to work on own initiative and prioritise workloads to meet specified deadlines Ability to effectively triage and prioritise work Good knowledge of Microsoft Windows, Office 365 and other common applications Ability to learn and understand a wide variety of systems, devices and software as used throughout the school Ability to adapt to the fast pace of changes in IT 	<ul style="list-style-type: none"> Experience of working in education IT Experience supporting educational software (e.g. SIMS, etc.) Experience supporting devices and users on Microsoft networks Experience administering and supporting Google Workspace
Personal Qualities	<ul style="list-style-type: none"> Ability to communicate effectively both orally and in writing to a variety of audiences Ability to establish positive relationships with students and staff and empathise to their needs Well-organised with time and resources Attention to detail and accuracy Ability to keep calm with challenging users and diffuse potentially tense situations Ability to motivate and support a team with increasing workloads Good analytical and problem-solving skills Shows a personal commitment to safeguarding and promoting the welfare and rights of young people 	

Cirencester Kingshill School

Employee Benefits

Cirencester Kingshill School is proud to offer a wide range of benefits for our employees, which includes:

- Attractive salary and pension schemes – Teachers Pension Scheme (Teaching Staff) or the Local Government Pension Scheme (Professional Support Staff)
- Family friendly policies
- A range of statutory benefits including sick pay, maternity, paternity, shared parental and adoption leave
- Access to an employee assistance programme for all staff that offers services, including wellbeing, self-referral counselling, information on stress, weight management, smoking cessation
- Access to Occupational Health services
- New staff induction and support programmes
- Continuous service in other state funded schools will be honoured in relation to sick pay, holiday entitlement, pension rights
- Access to or provision of IT equipment (role specific)
- Long-service awards
- Access to CLPD and INSET, personalised for individuals through the schools' Appraisal procedures, including access to role specific academic study and professional qualifications
- Onsite parking facilities and cycle storage
- Staff social, sporting and wellbeing activities throughout the year
- The dining room is open for staff to use at break and lunch times
- Staff room with facilities, including tea and coffee
- There is an optional staff social fund