

IT / AV Technician

Start date: ASAP

Salary: Grade F Point 4 – 8

£23,114 – £24,702

Full-Time, Permanent

Cirencester Kingshill School requires an IT/AV Technician to give support to the IT Systems Manager and the whole school network.

At Kingshill School we have a single domain Microsoft Windows Network, with over 350 desktop workstations and approximately 120 laptops. All workstations have Windows 10 as an operating system, a small number of machines run Windows 11.

There are three main IT teaching rooms with 31 desktops located in each, there are also suites of desktops in three additional rooms. The remaining desktops are located across the school within classrooms and offices. We also have 48 ipads and 50 laptops available to book via our booking system which are delivered to the classroom environment. In addition to the Windows based desktops we have 20 Apple iMac's based in our music department.

We have 16 servers within the network infrastructure, the majority run Windows server 2019. Our domain controllers are virtualised using Hyper-V. We have a main file server and several other servers servicing various types of software used by the school and are a mixture of physical and virtual servers. The school's main Management Information Systems is Sims.net which is on a physical server with a MS SQL 2016 back end.

The school network is predominately on a gigabit connection with remote buildings connected by fibre links, the network itself is split into vlans each of which currently has its own domain controller. All email is online via Office 365. The switches within the network are a mixture of manufacturers, mostly Ubiquiti and a project is ongoing to move all switches to this brand. We have a Uni-Fi wireless network in

Applications by: 9.00am

Friday 8th December 2023

the school which covers the majority of the school and is currently only available to school devices, but an expansion of this will be undertaken in the near future.

We use Microsoft Office on our desktops, with the majority running Office 2019 plus a wide variety of specialist educational software. A number of desktops also run Adobe Photoshop and Lightroom.

Teachers and administrators have access to Sims.net this software is the most important application in the school as it is not only used as a data source, but it is also used to package and supply important data to our LA and government, take registers in class and process attendance and behaviour.

The school's financial systems is run on a partner system to Sims.net:- FMS. We have a number of cloud-based software systems in school :- Heritage (library system), Classcharts (a can be used to track student behavior, reading levels, or other student data), Clickview (multimedia streaming and recording), Kerboodle (delivering lesson content and homework to Mathematics and Science) and we use ParentMail to communicate to parents and take payments. We subscribe to Sophos Endpoint protection which is installed on all machines and in addition to this we have their Intercept X software providing real-time protection against viruses and malware.

All of the school's classrooms have an Interactive whiteboard, projector and speakers. Around 20% of the classrooms run a touchscreen and this will increase in the future as projectors and whiteboards are phased out.

The number of users registered within Active Directory/network is around 1100 including all staff and students. In addition to the main computing systems the department supports and looks after the school telephone system (Panasonic digital and IP based) and the school CCTV system, with currently around 60 cameras based in school. We also support, along with the Site Team, the Paxton Access control system.

We provide services for all school events, whether that is an open evening or school concert. In stock we have our own PA system, LED lighting rig and controllers and a multitude of adaptors. For some of the events out hours working may be required and, if so, will be paid on a claims basis or taken as time off in lieu, in agreement with the Line Manager.

The role of "IT/AV Technician" within Kingshill School is a varied, interesting and busy post, providing vital support to the School community. Please see the job description for full details of the post.

Hours

37 hours per week at the following times:

8.15am – 4.15pm, Monday – Wednesday

8.15am – 4.00pm, Thursday – Friday

The above includes 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.

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 Systems 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.

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 Professional Support Staff application form.
- 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 is 9.00am on Friday 8th December 2023

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 includes 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.

GRADE: E

RESPONSIBLE TO: IT Systems Manager and through the IT Systems Manager to the Headteacher and Board of Trustees.

JOB PURPOSE: The school requires an IT/AV Technician to support the running of our IT Services within the school.

Our ideal candidate will have experience in IT support and have a positive approach to solving problems and improving user experience. Relevant experience in Windows 10 & 11, Office 365, printers, touch screen technology, projectors and networking hardware is desirable.

The post holder will 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 Systems 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.

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 1.4.24.

Post Holder Sign: Date:

Please print your name:

Line Manager Sign: Date:

Please print your name:

November 2023

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)
- 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