



Highworth
Grammar School



Job Application Pack

IT Helpdesk Associate

December 2024

Maidstone Road, Ashford, Kent, TN24 8UD

Our School Motto



Our school motto is: *Ad Caelestia Sequere... Reach for the stars*
and so, Highworth aims to develop students who are:

Reflective, creative
& innovative

Eager for life-long learning

Aiming to achieve their
full potential

Considerate,
confident, independent individuals

Happy in a caring,
respectful community

Our motto of 'Reach for the Stars' embodies the daily working life of the whole school community; students are encouraged to see learning as a lifelong activity. A key feature of our motto is happiness which is achieved through excellent student behaviour in lessons; clear policies and guidance; strong leadership; and enthusiastic community spirit. It is important that both staff and students feel confident, happy and valued.



Welcome

Highworth Grammar School combines a tradition of academic excellence with extensive pastoral support. The school has been educating students from the Ashford community for over a century and we are now a thriving school with over 1500 students and 140 staff. Students at Highworth love learning and are highly motivated. We care about our students and they care about each other which creates a happy and supportive learning environment.

Students at Highworth are given rewards for creativity, problem solving, achievement resilience and team work. We value the development of a full range of skills to offer students the best preparation for future challenges. Working here allows staff to share this balanced approach to education; embrace new ideas; and sustain a sense of enjoyment in their own learning.

Whilst the school is academic we recognise and fully support the creative aspects of the curriculum and are proud of the many opportunities provided for achievement in music, DT, and the arts. We believe this is crucial in our ethos in encouraging our students to be independent, creative and highly motivated lifelong learners.

Our A Level and GCSE results and performance measure page can be accessed using this link:

<https://www.find-school-performance-data.service.gov.uk/school/136379/highworth-grammar-school>

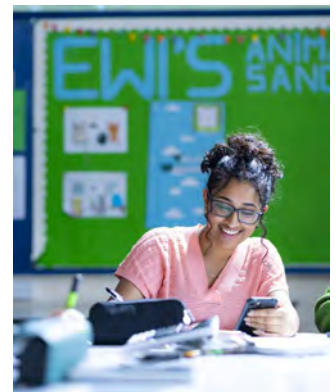
If you feel your outlook matches ours and want to be part of a thriving school community, we would love to hear from you.

Duncan Beer
Headteacher

Features of the School



- Caring, supportive and committed staff
- Commitment to professional development
- High academic standards with a large proportion of outstanding lessons
- Vertical tutoring
- Cloud storage and software provided by Google
- Laptop for every teacher
- Wireless multimedia projector for every classroom
- 2 dedicated ICT suites (air conditioned)
- 28 mobile laptop trolleys
- New sports hall
- 10 dedicated Science labs
- 3 Performing Arts studios
- Music Technology suite and recording studio
- DT suite with latest technology
- Research into use of new technologies/pedagogy
- Cover supervisors to minimise staff cover
- 10 day timetable with five one hour lessons per day. Current maximum teaching time for full time teachers is 45 out of 50 teaching periods



Students

The school has a wide catchment area, taking students from over 40 primary schools, many of which are situated in small villages within the Kent countryside.

Entry at age 11 is by the Kent Education Committee Selection Procedure, which aims to identify the top 25% of the ability range.

Some students transfer to our school at 16+ from other schools.

Staff

We are fully committed to the professional development of all our staff.

All new teachers and ECTs follow a well informed and structured induction programme.

All staff are encouraged to pursue personal goals and the school fully embraces interest in pastoral and pedagogical innovation.

Every member of staff takes part in the annual performance development scheme which also embodies our motto of 'Reach for the Stars'.

Job Description



Job Title:	IT Helpdesk Associate
Grade:	Kent Range 5
Employed for:	25 hours per week—Term time only plus staff development days
Hours of work:	8:30am—1:30pm Monday to Friday
Responsible to:	IT Network Manager

Job Purpose

- To check and maintain the school's IT services for safe, effective use by students and staff.
- To implement procedures and provide technical support in line with the IT support service definition.
- To support and advise students and staff in the appropriate use of IT.
- Offer training to staff on the use of technology-based systems.
- To be responsible for maintaining user accounts and updating the appropriate records.
- To update media on the school's website, internal display screens and social media.

Cyber Security

- Follow data security procedures.
- Follow and perform maintenance procedures.
- Ensure the confidentiality of personal information at all times having due regard for the high level of personal and special category data within your role.

Application Support

- Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications.
- Detect, diagnose and resolve PC, peripheral and application errors. Liaise with vendors to organise warranty returns and repairs where required.
- Monitor for offline devices and investigate found issues.
- Replace device consumables when alerted to a low state.
- Support the roll out of new applications or initiatives.
- Perform scheduled maintenance on curriculum hardware.

Site Security

- To manage staff and Student ID badge production and distribution.
- To review incidents on CCTV when requested.

Health and Safety

- Carry out basic safety inspections to ensure hardware is safe to use.
- Follow relevant H&S procedures and raise awareness among staff, students and other users.
Configuration and Installation.
- Manage collection and documentation of relevant asset data.

Job Description



Support Request Management

- Provide the first point of contact for IT support requests.
- Respond to support requests in a prompt manner, recording detailed diagnostic information and using appropriate knowledge bases/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- In cases where resolution proves challenging, seek guidance from Senior IT technicians for effective problem-solving.

Budget and Team Responsibilities

- Manage department consumable stock and hardware recycling.
- Work as part of a team and adopt flexible working practices.
- Maintain the IT asset management system including annual report.

Personal IT Development

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

Communications

- Adopt a pro-active approach to offering training and support to staff.
- Advise and train individual staff and students; produce help sheets and other documentation.
- Operate effectively as part of the IT support team.

Performance Development

All Associate staff must complete a satisfactory Performance Review in accordance with the Associate Staff Performance Review Policy to ensure pay progression.

To carry out as requested from time to time any other relevant duties as may be reasonably required by the Headteacher.

The job description will be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation with you.

Highworth is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

The postholder will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

Person Specification



	CRITERIA
QUALIFICATIONS	Level 2 Diploma (or equivalent) and proficient technical, practical and/or computer skills.
EXPERIENCE	<p>Previous experience of similar work.</p> <p>Experience of working in a customer service role.</p> <p>Experience of diagnosing and correcting straightforward faults in ICT hardware and software.</p> <p>Experience of installing, configuring, and testing computer hardware, network operating systems, software and peripheral equipment.</p>
SKILLS AND ABILITIES	<p>Must be able to communicate verbally with staff at all levels, along with pupils.</p> <p>Interpersonal skills to build effective working relationships with pupils and staff across the school.</p> <p>Communication skills to give advice and guidance to others both spoken and in writing.</p> <p>A structured approach to problem-solving.</p> <p>Understanding of the security and data protection issues relating to an educational environment.</p> <p>Able to effectively set priorities.</p>
KNOWLEDGE	<p>Experience in a range of ICT systems and software packages such as Microsoft Office (or equivalent), Microsoft Windows or Apple and Google devices.</p> <p>A general understanding of computer networks.</p> <p>Full understanding of Data Protection Act 1998, Freedom of Information Act 2000 and Information Governance.</p> <p>An understanding of the wider safeguarding agenda working with children and young people.</p> <p>Knowledge of potential health and safety risks and issues working with computers and electrical equipment.</p>



How to Apply



The Highworth Grammar School Application Form should be used to apply for this post.

We do not accept CVs.

Deadline for applications: Monday 6th January 2025 at 8am

Applications will be considered in the order in which they are received. Suitable candidates may be interviewed before the closing date and Highworth Grammar School reserves the right to withdraw the position if an early appointment is made.

Highworth Grammar School is committed to:

Safeguarding and promoting the welfare of young people

This post will require an enhanced disclosure from the Disclosure & Barring Service (DBS).

Creating a diverse workforce

We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

Safer Recruitment:

In line with 'Keeping Children Safe in Education' recommendations all candidates invited for interview will be required to complete a self-disclosure form and will be subject to an online search check.

