

IT Operations Technician

Recruitment Information for Candidates



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Dear Applicant

Thank you for expressing an interest in joining The Basildon Academies.

Student welfare, academic progress and achievement is at the heart of everything we do at our Academy.

Our Academy vision is to drive:

- Social Mobility - equality of opportunity for our young people to succeed
- Moral Purpose - resilient positive decision makers
- Cultural Capital - equity of opportunity and life experiences
- Spiritual Awareness - reflective citizens and active curious learners

The Academy offers students the unique opportunity to begin their learning journey at our Key Stage 3 Lower Academy, and complete it at our Key Stage 4 & 5 Upper Academy.

Our Key Stage specialist sites enable us to offer our students age appropriate curriculum choices, support, challenge and enrichment.

We recognise the power and impact that quality enrichment can have on young lives and minds. Our enrichment programme is an essential and valuable part of our school day. All students engage in an enrichment of their choice each day as part of their curriculum.

The age appropriate enrichment curriculum supports a 'Passion for Learning' in Key Stage 3, a 'Passion for Purpose' in Key Stage 4 and a 'Passion for Life' in Key Stage 5. Our enrichment curriculum builds student resilience, self-esteem, sense of belonging and love of learning. It provides equity of opportunity, stretch & challenge, employability skills and broad experiences supporting our student cultural capital and social mobility.

Our two academy model offers our Year 7 intake a guaranteed future place in our growing and thriving Sixth Form.

The Basildon Academies Sixth Form offers personalised curriculum pathways, tailored to individual needs and aspirations. Strong support networks alongside quality teaching ensure academic success and preparation for university or the workplace.

Yours sincerely

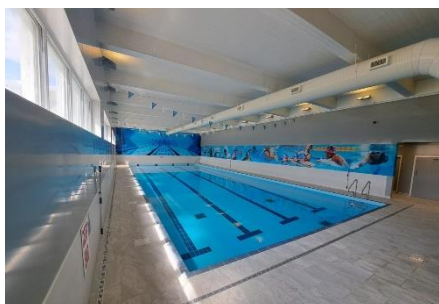


Mr G. Smith
Chief Executive Officer



The Basildon Academies are two state of the art Academies based in Essex, just 35 minutes from London and approximately 1 mile apart. We are unique in the way the academies are set up with The Lower Academy specialising in the teaching of our students aged 11-14 whilst the Upper Academy specialises in our 14-19 year old students.

The Lower Academy is focussed upon developing the whole child; our curriculum has been developed to enable our students to develop their knowledge, understanding and skills so that they will become lifelong learners. This includes opportunities for linguistic, mathematical, scientific, technical, human, social, physical and artistic learning so that students make progress in a wide range of subjects. The Lower Academy offers a supportive and nurturing environment to allow our students to find their adult feet as they become fully prepared for their transition to the Upper Academy.



The Upper Academy is focussed upon creating the best environment and conditions for all students to fully achieve their true potential, make at least expected progress and attain the very best grades they can in their final exams. The range of courses on offer allows students to become specialised in their favourite target areas and at the same time retain the very strong focus upon gaining good qualifications in maths, English and science at GCSE level.



Our strong Sixth Form is a major part of the Upper Academy with the structure modelling itself on developing independent learning skills like those seen in universities which allows students to continue their studies in their specialist subject areas. Students are very much encouraged to become mature adults being engaged in many aspects of the life of the academy which further develops those much needed skills to go on into university or the world of work.

Position: IT Operations Technician

Responsible to: Senior IT Technician

Salary Range: Band 2 £24,530 - £25,756 (Actual starting salary £24,530 with annual performance-based increments)

Working weeks: 52 Weeks

Working Hours: 37 hours per week (Hours between 08:00 and 16:30 Monday-Friday)

Purpose

The network technicians will ensure that the infrastructure and the end user devices are operational constantly so that curriculum and administrative systems can be accessed at all times. The Network technicians will also be responsible for the efficiency of the system for users, taking individual responsibility for separate elements of the system, ensuring users can access all aspects of the system and maintaining software which supports all staff and student usage.

Roles and Responsibilities

To maintain the school network, including laptop computers, so that it is fully available to all staff and departments and ensures that the classroom checks are performed reliably and accurately. Included within this, but not exclusively, is to:

- Ensure laptops are set up and allocated appropriately.
- Ensure all appropriate software is correctly on the system and on individual computers.
- Ensure classroom IT equipment is checked on a daily basis.
- Ensure all computers are operational, including those not in warranty, repairing hardware where possible and within the team's capability.
- Ensure down time of machines is kept to a minimum.
- Ensure Printers are operational and have sufficient consumables.
- Ensure anti-virus software is used and up to date.
- To liaise with appropriate staff to ensure all curricular ICT hardware, which is not part of the Network, is operational.
- To be available, with the technicians, during the school day to assist staff with their teaching by ensuring students have no problems accessing the computers.
- Ensure all IT helpdesk tickets are resolved within an appropriate timeframe.
- Ensure all IT assets are kept up to date within an asset tracking system.

Person Specification:

Experience

Essential

Experience of providing ICT support to a system of more than 500 end-user devices PC office systems skills

- Experience of working within an IT Helpdesk Support Role

Desirable

- Experience of providing IT support in an educational establishment

Abilities, skills and knowledge

Essential

Good communication and inter-personal skills.

Analytical thinker and ability to act on own initiative and resolve common faults independently.

Demonstrates knowledge of ICT technologies, both hardware and software including a range of faults and general maintenance.

Commitment to working as a positive and constructive team member.

Ability to prioritise own workload and work as part of a team.

Good knowledge of:

- Microsoft Windows client operating systems
- Computer Hardware
- Microsoft Office applications

Desirable

Significant ICT skills for the support and installation of computer hardware, networks operating systems, software, printers and other peripheral equipment Ability to resolve most ICT faults independently

Ability to undertake stock control and ordering

Detailed knowledge of ICT technologies, both hardware and software including fault identification and resolution

Good knowledge of:

- Microsoft networking technologies
- Antivirus systems, inc Sophos
- Networking infrastructure - cabling, routers, managed switches
- Microsoft TCP/IP, DNS, DHCP

Education & Qualifications

Essential

5 GCSEs at higher grade including English, Maths & ICT or equivalent

Application Procedure

- i. Read carefully all the information about this post
- ii. If you have any questions, please telephone or email our Recruitment Coordinator on 01268498683 or email recruitment@basildonacademies.org.uk
- iii. Complete the application form as fully as possible. If there is insufficient room on any section of the form, please provide the additional information on a separate sheet. Please note that your application form will be photocopied for the Selection Panel, therefore clarity is essential. It is important that you do not leave any gaps in your career history – any gaps in employment should be fully explained please.
- iv. Send your completed application form by email (if downloaded from our website) or through the post to:

recruitment@basildonacademies.org.uk

Mrs Dani Silk
Recruitment Coordinator
The Basildon Academies
Wickford Avenue
Pitsea, Basildon
Essex, SS13 3HL

Appointment Process

- i. Suitable applications will be shortlisted for interview (as quickly as possible)
- ii. If you are successful, you will receive either a phone call and/or email inviting you to attend for interview. It is therefore important that you give us a daytime telephone number and/or an email address that you regularly access so that we can contact you to make the necessary arrangements if you are shortlisted.

The Basildon Academies are committed to supporting colleagues with disabilities. If you have a disability, please give details of adjustments you require for the selection process or to do the job itself.

Pre-employment Checks

The Basildon Academies is committed to safeguarding and promoting the welfare of children and young people, and an appointment will be subject to satisfactory enhanced disclosure from the Disclosure and Barring Service. Please note that an enhanced check will reveal all criminal convictions on record, including those that might be considered “spent”.

The successful applicant will also be required to:

- Provide details of two referees who know you in a professional capacity, if at a school, one of which must be your current Headteacher. It is our usual policy to take up references BEFORE interviews where possible. Employment is conditional on these references being deemed satisfactory.
- Provide proof of all relevant qualifications.
- Provide proof of eligibility to work in the UK
- Complete a Medical Declaration and receive fitness to work.

Equal Opportunities

The School is an Equal Opportunities employer and appointments are based on the applicant's ability to meet the requirements of the position. The School is opposed to any form of discrimination against any individual or group and welcomes the fact that our School includes a diversity of individuals from many races and cultures. Behaviour which is discriminatory on the grounds of race, colour, culture, nationality, gender, sexual orientation, disability, religion, will not be tolerated.

Recruitment monitoring information

The Basildon Academies are committed to ensuring that applicants are selected for appointment on the basis of their ability relevant to the job. Completion of the Recruitment monitoring information form is not compulsory but will help us to ensure that our policy and procedures are effective in avoiding discrimination and promoting equal opportunities in recruitment. The information you provide will be used for monitoring and statistical data purposes only and will not be seen by the short listing panel.

The Basildon Academies are committed to safeguarding and promoting the welfare of children and expect their staff to share this commitment.



