Pate's Grammar School
IT Support Officer
Vacancy Information Pack

THE SUNDAY TIMES
SCHOOLS GUIDE 2024
STATE SECONDARY SCHOOL OF THE YEAR FOR ACADEMIC PERFORMANCE SOUTH WEST

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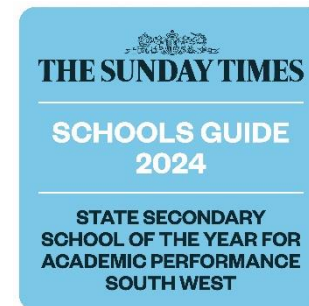
Welcome from the Headteacher

Thank you for your interest in working at Pate's. Pate's is a school where high academic expectations are central to our purpose and we take great pride in the exceptional achievements of our students.

Pate's ranks among the highest performing schools in the country at A Level and GCSE, yet we place equal importance on fostering a culture of engagement and participation in all areas of the curriculum. Students thrive on the range of opportunities available to them in sport, drama, music, the arts, and outdoor education.

Our school stands on a fantastic site, with vast sporting fields and state of the art facilities. Our students retain fond memories of their time with us and stay in touch through an active alumni community for many years after leaving our school to embark on their future plans.

We also take great pride in the exceptional achievements of our staff, who are central to the achievements of our students. We place great importance on providing a workplace where as a member of our team you can thrive, develop and grow, and where you have the opportunity to achieve exceptional things during your career with us.

At Pate's we strive to provide you with engaging employment opportunities along with variety in your work. Those that work in support roles are equally as important to the achievements of our team and students as teaching staff, we all work together as a team to achieve our objectives, each of us playing a crucial role in our success.

We look forward to receiving your application for this vacancy.

Dr James Richardson

Headteacher

IT Support Officer - Advert

Salary   NJC Pay Scale 16 – 19, £28,282 to £29,777 per annum.

Hours   Full Time – 37 hours per week.

We have a fantastic opportunity for an enthusiastic, knowledgeable IT professional to join our dedicated IT team at Pate's.

With experience in a similar role, you will be organised and flexible in your approach, and passionate about providing an excellent IT service to support the effective and efficient running of our school.

Your outstanding problem-solving skills and attention to detail, will ensure your success in this varied role, where you will have the opportunity to provide technical support to staff and students alongside working on installations and project work.

If this sounds like the opportunity for you, please find full details of the role in this recruitment pack, along with details of how to apply.

We look forward to receiving your application.

The IT Department

IT is an integral part of the daily running of our school.

- We currently have 1 full time network manager and 1 full time AV specialist who works within IT team to support the whole school. We are looking to add a full-time technician to the IT department.

- There is a dedicated office where each member of the department has their own computer and workspace, allowing for easy discussion and conversation between IT staff.

- The department supports all staff and students across the school with their IT needs. These may be physical hardware fixes or software issues. The team also supports staff with some training around the use of software.

- The Team also supports all whole school events where IT is needed.

- There are over 1250 students and 150 staff on site. Our long-term school roadmap is to use 1-2-1 devices for all students and staff in all lessons.

Pate's - Background

Pate's is a school of 1200 students, including 500 in the sixth form and over 150 staff.

Over the last few years Pate's has twice been named as the Sunday Times 'National School of the Year', and State Secondary School of the Year for Academic Performance in the South West in 2024, and our examination results see us as one of the top state-funded schools in the country. This is a school with a strong academic legacy and an extra-curricular offer which ensures our students have exceptional opportunities to develop their interest and talents in a happy, vibrant, and caring environment. We expect students to become independent thinkers who embrace challenge and are supportive of others, and to leave us with exceptional outcomes and the intellectual skills and emotional maturity to shape their own futures and thrive beyond Pate's.

Pate's is a special place to work and learn and our alumni community remains an active part of school life.

Job Description

Role Overview

As the IT Support Technician, the role holder is responsible for providing IT support to all staff and students at Pate's, playing a key role in the IT team in ensuring a high-quality service is provided at all times to support in the efficient and effective running of the schools IT, and in turn the school as a whole.

Core Responsibilities

- Responsibility for providing 1st and 2nd line technical support to staff and students in person, by telephone, email and remote support.
- Assist in the development of products and systems to improve Pate's IT provision.
- To support in the installation and upgrade of the school's infrastructure.
- Project work, including involvement in the delivery of larger installations.
- Responsibility for monitoring internal ticket systems, and proactively monitoring school systems and backups.
- Delivery and installation of end-user hardware.
- Responsibility for diagnosing and resolving hardware and software based technical issues.
- Support and maintain on-premise and cloud-based Microsoft server/desktop environments.
- Administration of Active directory, Azure and Office 365.
- Installation of software to desktops and laptops.
- Maintenance and updating of technical documents as requested.
- Provide support to and assist the Network Manager as and when required.

The role holder will be required to carry out the duties and responsibilities of the post in accordance with Pate's policies, ethos, aims and legislative requirements at all times.

The details contained within this job description are not exclusive or exhaustive and the school may require the role holder to undertake other duties not detailed here commensurate with the level of the role.

The duties of the role may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

Person specification

Qualifications

- ITIL V4 foundation – highly desired
- Azure Fundamentals – highly desired

Experience, Skills and Knowledge – Essential

- At least one years' experience of working in IT in the education sector.
- Experience of the following systems are desirable - Active Directory, Office 365, Azure, Office, Windows Desktop, Windows Server 2019/2022, VMWare, Net2, Citrix and TCP/IP Knowledge.
- Excellent customer service skills, with the ability to communicate face to face, over the telephone and by email.
- Problem solving abilities.
- Excellent planning and organisational skills.
- Attention to detail and accuracy.

Personal Qualities

- Enthusiastic about your work and the impact providing an excellent IT service can have on our school.
- Able to develop and maintain relationships with people at all levels.
- Be organised and efficient, with an ability to prioritise and multi-task.
- Committed and flexible approach to your work.

Other

- Commitment to safeguarding and promoting the welfare of children and young people.
- Passionate about improving the quality of education for children and young people.

Safeguarding

Pate's Grammar School is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

Equal Opportunities

Pate's Grammar School is committed to developing a culture of inclusion in our school for the benefit of all staff, pupils and governors. We believe that all staff should thrive irrespective of race, religious beliefs, disability, gender, gender identity, and sexual orientation. We recognise and respect values and difference and we work to remove any barriers which inhibit the development of people, including recruitment and retention.

Want to apply or know more?

Applications

If this role sounds like the opportunity for you, please complete the Support Staff application form (available on the school website Vacancies – Pate's Grammar School (patesgs.org) along with a letter of application detailing why you are interested in the role and what makes you a strong candidate. Please email your completed application to jobs@patesgs.org. The closing date for applications is 9am on **Wednesday 10th April 2024.**

We intend to hold interviews on **Wednesday 17th April 2024.**

Further Information

We welcome questions and queries from prospective applicants. Please don't hesitate to contact Francesca Coppola (PA to the Head) at jobs@patesgs.org if you would like to ask a question, arrange for an informal chat or request a tour.

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