

## **IT Technician (1 FTE).**

Big Creative Academy (BCA) is a post-16 free school specialising in the creative industries. We believe that teaching skills employers want and empowering young people to think reflectively enables positive outcomes for students and our wider community. Big Creative Academy is committed to wellbeing and excellent teaching. Our mission is to improve the lives of young people through high quality training and creative industry experiences. We have 350 learners studying vocational programmes progressing to higher education and employment.

### **What we are looking for:**

We are looking for an enthusiastic and lively person with experience in management and deployment of IT resources within the Academy. Supporting Teachers and Students and ensuring an effective virtual learning.

For full details of the role, please see the job description and person specification. **If you wish to apply, please complete the application form and email it to [bca-hr@bigcreative.education](mailto:bca-hr@bigcreative.education). The application closes on the 29th May 2022.**

To find out more about Big Creative Academy and our approach to education please see our website: [www.bigcreative.education](http://www.bigcreative.education)

Job application forms are available at: <http://www.bigcreative.education/jobs/>

Big Creative Academy is an equal opportunities employer and positively welcomes applications from all sections of the community. We are committed to safeguarding all learners enrolled on our programmes and appointment of successful applicants will be subject to satisfactory references being obtained, and an enhanced disclosure and barring service (DBS) check. Subject to timetables we are open to flexible working.



BIG CREATIVE  
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ACADEMY



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## JOB DESCRIPTION & PERSON SPECIFICATION

**Post Title:** IT Technician

**Full/part time:** Full time permanent

**Salary:** £22,500

**Reporting to:** IT Manager

**Purpose of the role:** The IT technician role is to support the IT & Network Manager in the effective and efficient management and deployment of IT resources within the Academy. Supporting Teachers and Students and ensuring an effective virtual learning.

### Job Description

#### Main Duties:

1. Maintain and install classroom and office computers, interactive whiteboards and ICT resources/software ensuring good cable management to provide safe IT working spaces.
2. Have knowledge of common software's and cloud platforms used within the school and provide user support to staff and pupils this includes Microsoft office, adobe creative cloud, Azure/SharePoint/OneDrive and the Academies VLE FrogLearn.
3. Maintain the school asset register.
4. Produce resource materials to support the use of ICT equipment in effective learning, this includes liaising with the curriculum managers to ensure smooth running of IT within their departments.
5. Liaise with Academies external support for photocopiers. Fibre lines and network issues etc.
6. Administer and maintain email accounts, distribution lists, SharePoint and Teams groups.
7. Remove paper jams from printer and copiers and proactively replace consumables as and when required;
8. Support the use of Theatre and its AV equipment including occasional support outside of normal working hours for events such as: Academy theatre play, music performances etc.
9. Assist the IT Network manager with maintenance and support during school holidays to ensure the network is fully operational and to assist in the implementation of any new IT projects.
10. Log faults through the internal IT helpdesk and respond to general ICT enquiries;

11. Create new pupil and staff accounts and resetting passwords
12. Maintain a log of loaned and returned ICT equipment and ensure that it is checked and fit for use before and after loan
13. Carry out first level diagnostics of IT issues. For example, identifying the cause of an issue by checking cabling or doing basic diagnostic checks or asking the user questions to ascertain further details about the problem
14. Staying ahead, remain proactive with IT issues rather than reactive.
15. To positively promote the image of the school at all times.

Qualification & Experience	<ol style="list-style-type: none"> <li>1. Educated to at least Level 4 or equivalent</li> <li>2. Experience of working in IT or in an education setting is desirable</li> <li>3. Experience of using music software's.</li> </ol>
Knowledge & Skills	<ol style="list-style-type: none"> <li>1. Experience of supporting users in a windows networked environment.</li> <li>2. Knowledge and experience of using Cloud based Office365, Sharepoint, OneDrive and Azure</li> <li>3. Knowledge and experience of working with Apple OS, Jamf</li> <li>4. The ability to provide first line support, initial advice and support to both staff and students</li> <li>5. Knowledge of diagnosing and fixing basic hardware/software issues.</li> <li>6. Knowledge and awareness of working in a helpdesk role.</li> <li>7. Knowledge of Virtual Learning Environment</li> <li>8. Basic graphic skills using Adobe Photoshop.</li> </ol>
Personal Qualities	<ol style="list-style-type: none"> <li>1. A capacity for hard work and willingness to "go the extra mile" and remaining proactive.</li> <li>2. Self-motivated and interested pushing your IT knowledge forward</li> <li>3. To be punctual, dependable and trustworthy with excellent time and task management skills.</li> <li>4. Resilient, Proactive, flexible and adaptable.</li> <li>5. Excellent interpersonal and communication skills (written and verbal)</li> <li>6. Able to work flexibly to support others and respond to unplanned situations.</li> <li>7. Able to attend evening Showcases and Open evenings as required.</li> <li>8. Desire to enhance and develop skills and knowledge through CPD.</li> <li>9. Commitment to the highest standards of child protection and safeguarding.</li> <li>10. Recognition of the importance of personal responsibility for health and safety.</li> <li>16. Commitment to the Academy's ethos, aims and its whole community.</li> </ol>

# ABOUT US

## Big Creative Academy

Big Creative Academy (BCA) is a post-16 free school specialising in the creative industries. We believe that teaching skills employers want and empowering young people to think reflectively enables positive outcomes for students and our wider community. Big Creative Academy is committed to wellbeing and excellent teaching. We have recently had an Ofsted inspection and were judged Grade 2 'Good', with inspectors recognising that the Academy makes a significant difference to the outcomes for young people. We have high expectations of our staff and students and want to be recognised as one of the leading providers of vocational programmes in the creative arts. We are already a DfE best practice school for LGBT+.

Big Creative Academy opened in September 2014 and have 350 students, aged 16-19, primarily studying Level 3 vocational qualifications. Our students are diverse, challenging and ultimately extremely rewarding to work with. Our study programmes specialise in music, fashion, media, gaming, events, performing arts as well as GCSE Maths and English.

The Academy is lively! We are well connected with industry and all of our teaching staff have industry experience. We also have industry ambassadors from companies such as MTV, ITN, Barcroft Media and Island Records and experts are kind enough to provide masterclasses for students. Our focus on skills, wellbeing and networks gives our students the edge in a competitive marketplace.

## The Team

Sacha Corcoran MBE is Principal of the Academy, an inspiring self-made woman involved in education for over 25 years. She has brought together a small outstanding team who are committed to the vision and ethos of the Academy. There are three senior managers, 20 teaching staff and fifteen in business support. Our team are high achievers and have interesting and diverse backgrounds. Many have their own creative careers as musicians, actors, producers and fashion designers and all have a passion for creativity.

## Some of the benefits of working at Big Creative Academy

Big Creative Academy has a Wellbeing Manifesto promoting positive relationships, resilience and reflection which extends to staff as well as students. We want our team to be productive and happy. The Academy provides the following benefits:

- State of the arts on site Gym facility
- Discretionary half days on Fridays
- A staff wellbeing day
- Admin days built into the academic year
- An individual CPD plan to bring out your brilliance
- Teaching, learning and assessment groups to share best practice and try new teaching techniques
- Opportunities to learn from your creative colleagues, for example, learning how to DJ, sew, improve your photoshop skills
- An employee assistance line for people to talk through difficulties confidentially, with solutions often offered to partners
- Full pension benefits in either the Teachers' Pension Scheme or Local Government Pension Scheme.