



# KINGSBURY HIGH SCHOOL

*spectemur agendo*



**IT TECHNICIAN**

**Candidate Information Pack**

**FEBRUARY 2024**

## About Kingsbury High School

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KHS is a large 12 form entry 11-18 split site school with a vibrant learning environment with a strong community ethos. We are situated in an Inner London location, but with an out of London feel; the site is surrounded by parkland with large playing fields and great local amenities, excellent transport links to enable easy access from central London and fringe areas. Our school is truly diverse in its makeup, whilst united as one family working to achieve the best for all our students.



Alex Thomas (Headteacher)

Kingsbury High School has many strengths and a long history of success. There is a keen understanding of the importance of values and a sense of tradition, encapsulated by the School motto, *spectemur agendo*. It dates back to the founding of our predecessor school, the Kingsbury County, in the 1920s, and it is Latin for, “let us be judged by our actions”. As Headteacher I seek to lead the school with this at the heart and ask students to respect themselves, others and the environment.

Our students gain excellent examination results in both GCSE and across the Sixth Form. In our most recent inspection Ofsted again rated the school as “good”. Equally, the school is very proud of the way it has achieved these outcomes and the rounded education it offers to its students. We recognise our place in the community and are a key part of the partnership, Kingsbury Schools Together with our local primary schools and the Village (special) School.

A great school is a combination of different things. We are equally proud of the many opportunities we provide for our students beyond the curriculum and how we develop students as individuals ready for adult life. Students know our aim is to develop in all of our students the love of learning, intellectual curiosity, skills and qualities of character needed to become successful, happy and engaged members of society. Our key values are: Aspiration; Integrity; Respect; Responsibility and Resilience. Through these, we aim to combine both academic success and the development of the broader aspects of each student’s character.

For further information, details about our school and other events at KHS, please visit our website: [www.kingsburyhigh.org.uk](http://www.kingsburyhigh.org.uk)

# Our Ethos and Values: The Kingsbury Way



Our aim is to develop in all of our students the love of learning, intellectual curiosity, skills and qualities of character needed to become successful, happy and engaged members of society.

Aspiration	Integrity	Respect	Responsibility	Resilience
<p><i>Being optimistic about the future.</i></p> <p><i>Being ambitious in everything we do.</i></p> <p><i>Being unwavering in our expectation that all can succeed and meet their potential.</i></p>	<p><i>Being honest about our strengths and weaknesses.</i></p> <p><i>Being open about decisions and doing what we say we will do.</i></p> <p><i>Being prepared to apologise if we get things wrong.</i></p>	<p><i>Being considerate of the views of, and our impact on, different groups and the community.</i></p> <p><i>Being proud about what makes each one of us different.</i></p>	<p><i>Being accountable for our actions.</i></p> <p><i>Being clear about what we expect.</i></p> <p><i>Being aware of our impact on the environment.</i></p>	<p><i>Being explicit in developing physical and emotional wellbeing.</i></p> <p><i>Being prepared to go 'the extra mile'.</i></p>

## Our Staff Benefits

Free On-site Parking	Weekly Staff Treats	Cycle-to-work Scheme	Staff Tea / Coffee
Local Government Pension Scheme	Employee Assistance Program	Staff Social Events: Christmas Lunch Summer BBQ	Commitment to Continued Professional Development



# Job Description

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**Reports to:** Head of IT & Communications

**Salary Scale:** Scale 4 Point 7 - 11 (£24,294—£25,979) + London Weighting (£2,175)

**Contract:** Permanent/Full Time

**Deadline for Applications:** Friday 23rd February 2024

**Proposed Start Date:** Immediate Start

*Please note that early applications are encouraged as we will be reviewing them as they come in. First stage interviews may take place virtually as suitable applications are received.*

## MAIN PURPOSE OF JOB

Support the Head of IT and Communications and Senior IT & Communications Officer in the operational management and control of technical aspects of the installation, configuration and maintenance of ICT hardware, software and network infrastructure.

## DUTIES AND RESPONSIBILITIES

- Assisting with providing effective maintenance and support for designated administrative networks.
- Providing 'on call' support to both school sites.
- Assisting with providing help and technical support within the School's planned computer development programme including carrying out hardware and software upgrades.
- Answer a high volume of calls and maintain a rapid response rate according to agreed standards.
- Troubleshooting hardware and software issues.
- Ensuring electrical safety standards are met.
- Respond to enquiries from the IT and Faults email inbox in a timely manner.
- Resolve ICT problems reported by staff, referring to external support organisations where necessary and keep staff informed of the progress of solutions.
- Act as an additional point of contact regarding technical issues with manufacturers, suppliers, and other support organisations.
- Update documentation which includes network design, inventories, details of licences and warranties.
- undertaking other duties and responsibilities as directed by a designated Line-Manager.

## Job Description—Continued

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- Perform a wide range of hardware repairs and upgrades.
- Detect, diagnose, and resolve most PC, printer and peripheral device faults.
- Deploy essential software patches.
- Identify application compatibility issues.
- Assist in the maintenance of active network components.
- Install software on servers, troubleshooting installation issues.
- Maintain hardware and software on the servers.
- Modify disk space and printer quotas.
- Modify network shares and access rights as required.
- Monitor system logs.
- On rare occasions, be available 'out of hours' for emergency support to resolve issues remotely.

### **GENERAL RESPONSIBILITIES (Common to all Support Staff job Descriptions)**

- To undertake general duties, administration and any reasonable task as directed by the Line Manager or Headteacher and to carry out such other tasks as are essential to fulfil the job's core purpose.
- Participate in training and development, activities and programmes, and attend and participate in meetings as required.
- Assist with first-aid for students and staff, including looking after sick students and liaising with parents and staff.
- Be aware of and comply with policies and procedures, and report all concerns to an appropriate person, in respect of: child protection, health, safety and security, confidentiality, and data protection.
- Contribute to the school's commitment to equality of access to opportunities to learn and develop for all pupils.
- Undertake these duties within agreed school objectives, policies and procedures and promote the Schools Equal Opportunities Policy.
- To present a positive impression of the school in all encounters with visitors or on school visits.
- To respond calmly to the challenges of school life.

Notes: This Job Description is subject to amendment and will be reviewed from time to time and modified in the light of the post-holder's career development and changing needs of the School. February 2024

# Person Specification

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## Experience & Desired Certification

- Experience in maintenance of Microsoft Server 2016/19+ and Windows 10/11 client side.
- Experience with configuration and maintenance of network endpoints, core and centralised wireless infrastructure.
- Experience with print management solutions.
- Experience with other network attached systems such as CCTV, access control, alarms, heating.
- Experience with VMware.
- Experience providing desktop support to staff with a range of IT skills levels.
- Experience setting and monitoring standards (including SLAs).
- Experience of IT governance.
- Experience delivering an excellent level of customer service, including consulting with customers, asking regularly for feedback and acting upon that feedback.
- Experience managing projects and change.
- Industry certifications such as: Microsoft, CompTIA A+/Network+, VMWare, Cisco CCNP.

## Knowledge, Skills and Abilities

- Excellent understanding of what makes great customer service.
- Excellent understanding of desktop and other school IT environments .
- Good communication skills, both written and oral, are necessary to engage effectively with customers, students and staff.
- Ability to work calmly under pressure and changing circumstances, demonstrating a high level of professionalism, patience and efficiency at all times.
- Ability to follow set procedures and use own initiative in a busy environment .
- Excellent interpersonal skills and ability to work within professional boundaries and relate well with visitors, students and staff.
- Ability to prioritise work under pressure to meet tight deadlines, self-motivated and flexible.
- Ability to be flexible, adaptable and have a positive attitude to working in a structured environment .
- Ability to work well as a team member.

## Equal Opportunities & Safeguarding

- A clear understanding of current social and educational issues, developments and their likely impact on teaching and learning.
- A commitment to, and understanding of, safeguarding and promoting the welfare of our students.

# Person Specification—Continued

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## **Equal Opportunities & Safeguarding**

- A clear understanding of current social and educational issues, developments and their likely impact on teaching and learning.
- A commitment to, and understanding of, safeguarding and promoting the welfare of our students.
- A commitment to Equal Opportunities and an understanding of the implications of working in a fully inclusive school.

## **Education & Professional Qualifications Essential to the Post**

- Good educational qualifications - GCSE Grade A\*-C, or equivalent, in English and Mathematics.

## **Additional Information**

- Able to operate within the Conditions of Service summarised in the 'Application Form Guidelines' document (which can be found on the Staff Vacancies page of [www.kingsburyhigh.org.uk](http://www.kingsburyhigh.org.uk)).

# Safeguarding / Safer Recruitment

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Kingsbury High School is committed to the safeguarding of children All employees are expected to comply with our School Child Protection and Safeguarding Policy.

## Safer recruitment

Kingsbury High School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Any roles which involve working with children, young people or vulnerable adults, or roles in which the duties will involve access to sensitive information relating to children, young people or vulnerable adults, the School will take up references prior to interview.

You should provide details of referees including your current and previous employers, covering the last 5 years.

Candidates can request for us not to send a reference request to their current employer prior to interview by emailing us at [khsvacancies@kingsburyhigh.org.uk](mailto:khsvacancies@kingsburyhigh.org.uk)

As part of our Safer Recruitment Policy, a full employment history is also required for this role. Please provide a full employment history, together with a satisfactory written explanation of any gaps in employment. Unless otherwise stated, a Basic DBS check will be undertaken as part of the pre-employment checks for successful candidates.

## Online Search

Shortlisted candidates will be subject to Social media background checks. The purpose is to identify any matters that might relate directly to Kingsbury High School's legal duty to meet the safeguarding duties set out in KCSIE. Candidates will get the chance to address any issues of concern that come up during the search at interview.

## Diversity Statement

Kingsbury High School values the diversity of its community and aims to have a workforce that reflects this. We therefore encourage applications from all sections of the community.

## High Volume Applications

Kingsbury High School reserves the right to close any vacancy earlier than the advertised closing date should there be a high volume of applications received.

## DBS

This role requires an Enhanced DBS (This post is exempt from the Rehabilitation of Offenders Act,1974)

## Advert Close

All vacancies close at midnight unless otherwise stated.



# How To Apply

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To apply for this role directly, we ask that you complete the following documents:

- KHS Application Form—Support Staff
- KHS Self Declaration Form
- KHS Equal Opportunities Monitoring Form

**Please send the completed documents with the job role you are applying for in the subject line of the email to:**

**[khsvacancies@kingsburyhigh.org.uk](mailto:khsvacancies@kingsburyhigh.org.uk)**

If you would like to have a phone call or school visit prior to submitting your application you can make the request via email to us. Please note that we will aim to do our best to accommodate your request, but this may not always be possible.

If you have any queries about this or any other KHS vacancy, please do not hesitate to contact us on:

Email: [khsvacancies@kingsburyhigh.org.uk](mailto:khsvacancies@kingsburyhigh.org.uk)

Phone: 0208 206 3000



