



CANDIDATE BRIEF

IT TECHNICIAN

LETTER FROM THE HEAD TEACHER



Dear Applicant

I am delighted that you are expressing an interest in working at Queensmead. I took up the position of Head Teacher in 2009 and it fills me with pride when I reflect on what we have achieved in this time and how we continue to build on our outstanding work. We are committed to ensuring that every student at Queensmead excels and has the very best start in life. Our standards are high and our expectations are clear and consistent.

During my time I have seen some exceptional teachers and also witnessed remarkable growth in teachers. I am proud that several members of my leadership team started their careers as NQTs in our school. We are committed to your development and providing you with the opportunities and support to progress in your career.

I wish you luck with the application process and invite you to visit us and see the school for yourself. Indeed, it was the students and the team that inspired me and many others to join Queensmead!

If you have any questions on the recruitment process, please email recruitment@qmschool.org.uk or visit our website:- www.queensmeadschool.org.uk

Yours sincerely

Rhona Johnston
Head Teacher

HOW TO APPLY



Applications must be received by **9am** on **Thursday 28th January 2021**.

Please email your completed application form and covering letter for the attention of the Head Teacher to:
recruitment@qmschool.org.uk

If you have any questions, please email recruitment@qmschool.org.uk

JOB DESCRIPTION



PURPOSE OF ROLE

The IT Technician will support the provision of effective technical services to the School. The IT Technician's direct line manager will be the IT Network Manager.

JOB DESCRIPTION

SOFTWARE

- Install operating systems on workstations, update and restore as necessary
- Software installation including building and testing Microsoft installer packages for new software then remotely installing as requested by staff
- Trouble-shoot software issues
- To log software faults with external agencies and to actively monitor them until their successful resolution
- To keep records of Software and Licences and update as necessary
- To assist with the development and updating of the Media Centre, intranet, external internet site and online booking system when requested
- Assist with the installation of online IT tests
- Assist with the updating of Queensmead websites as required
- Design and deploy surveys as required

USER ADMIN AND SUPPORT

- To create and delete users as required, assign permissions and troubleshoot user profile, space and settings issues, assist with start and end of year procedures where required
- Assist network manager in ensuring that helpdesk support requests are dealt with, within an acceptable timescale and to user satisfaction, giving priority as appropriate to request
- To support staff, when requested, in their use of IT software and hardware
- Assist in managing the administration of the phone system and trouble-shoot issues as required
- To apply for the blocking/unblocking of web sites as requested by staff
- To remove/reinstate students' internet access as requested by staff and keep records
- Restore work of staff and students as requested by staff where possible
- Assist with the technical issues of the VLE

HARDWARE MAINTENANCE AND ADMIN

- To assist in the specification of new equipment and obtain competitive quotations
- To order, set up and security mark new equipment
- To keep inventories of IT Hardware, and update when items are moved and stock check items over £200 when required
- Perform diagnosis procedures on PCs, and peripherals including printers, smartboards, projectors and scanners
- To conduct hardware maintenance, including necessary upgrades and simple repairs
- To log hardware faults with external agencies and to actively monitor them until their successful resolution
- Move and set up IT equipment where appropriate
- Assist in trouble-shooting and resolving network infrastructure issues, in-house, or with outside agencies when necessary
- To order printer consumables and other stock, supply printer cartridges to departments when required, update the records and cross charge departments monthly

GENERAL

- Any other duties as reasonably required by the IT Network Manager or Leadership Group which are consistent with the overall level, nature and grading of the post
- Take part in an annual performance review led by the IT Network Manager and negotiate specific personal development goals, including training needs

PERSON SPECIFICATION

Essential

The successful applicant will need:

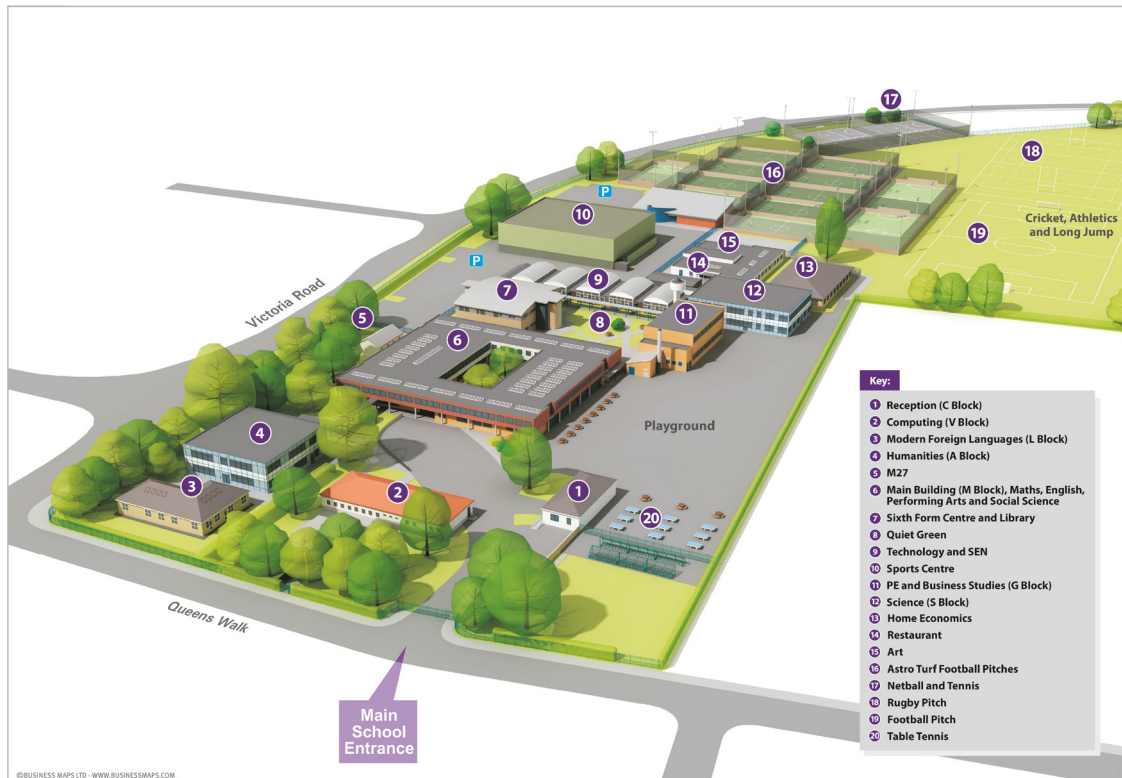
- To have a working knowledge of Windows software
- To have experience working with computers
- To be prepared to keep up to date
- To be adaptable and versatile
- To work well in collaboration with staff and pupils
- To be able to communicate effectively
- To be able to work effectively under pressure
- To be committed to providing a high quality service for staff and students
- To be committed to the policies and practices of equal opportunities

It is also desirable:

- To have relevant IT qualifications and a good standard of educational achievement

QUEENSMEAD

excellence through learning



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