St Bede's School
'Christian Education at its Best'

IT Technician

Term-time only

£20,883

To start ASAP

Application Deadline: 09:30 on 4 November 2024

Interviews will take place on Thursday 7 November 2024

St Bede's School

'Christian Education at its Best'

About St Bede's

At St Bede's we are proud to serve roughly 1900 boys and girls of all abilities, age 11-18, from the Reigate, Redhill, Caterham, Horley and surrounding areas. This includes over 300 studying academic courses in the sixth form. The school has an Anglican, Catholic and Free Church foundation and we work hard to create an inclusive ethos. Our aim is to ensure that pupils thrive academically, socially and spiritually within a Christian framework.

In March 2023 Ofsted carried out an inspection of St Bede's and judged the school outstanding. The report acknowledged that pupils behave exceptionally well and they are happy and safe. They are unfailingly respectful to each other, to staff and to visitors and their positive attitudes mean that lessons are rarely disrupted. The inspection highlighted that leaders in subjects across the school have created an ambitious curriculum. Teachers have a very high level of subject knowledge and expertise which they use to provide pupils with explanations that are rich in details, bringing the subject to life.

Attainment and progress scores at GCSE and A level are consistently above national averages. We are particularly proud of the English and maths results achieved at GCSE. Both departments achieved fantastic results at 4 and 7 grades.

Measure	2023	2024
Attainment 8	58.63	59.34
Progress 8	+0.63	*TBC*
EBACC	45%	47%
EBACC entered	57%	62%
4+ English	92%	94%
4 +Maths	94%	94%

Our school is committed to the safeguarding of children so all appointments are subject to a satisfactory enhanced DBS check. Only applications made on our School Application Form will be considered; we do not accept CVs or unsolicited testimonials. It is our policy always to request references prior to interview.

Please see our staff prospectus for further information about working at St Bede's.

> *"Pupils enjoy their time in class and describe their lessons as 'inspirational'. The content of these inspirational lessons reflects the high expectations that staff have for what pupils can accomplish."*
> *Ofsted 2023*

IT Department at St Bede's

The Information Technology Department provides school departments with technology solutions and support. We strive to provide timely support and stable technology systems, to address the needs of various teaching departments and admin offices, so they can in turn provide the students at St Bede's with an outstanding learning experience. The primary functions of the IT department are defined below:

- To provide technical support services to St Bede's School
- To provide leadership and technical solutions
- To provide leadership in purchasing hardware and software to maximise value
- To enhance communications, collaboration and the flow of information
- To manage and optimise software licensing programs
- To manage technology vendor relationships and contracts
- To develop and implement beneficial information technology policies and procedures
- To provide access to new technology
- To provide efficient storage of data
- To provide a high level of cyber security and privacy
- To provide disaster recovery, education continuity and data backup services
- To provide highly available systems

Support staff are valued members of the school community and fill vital roles. They are respected for the expertise they bring to their area of work. St Bede's supports the professional development of its staff and takes staff wellbeing very seriously.

The successful candidate will be required to work 36 hours per week for the 39 term-time weeks of the academic year (including INSET days.) Annual salary reflects the contractual hours and weeks per year and is calculated using a Surrey Pay formula which includes payment in respect of statutory annual leave allowances. Salary is paid in 12 equal monthly instalments.

There is no entitlement to take leave during term time. All holidays must be taken during school breaks.

Please note, interviews for successful candidates will take place on Thursday 7 November 2024.

Job profile

St Bede's is a voluntary-aided school in which staff are employed by the Governors and will work within the policies approved and adopted by the Governing Body and under the direction of the Headteacher. All staff are expected to support the Christian ethos of the school, maintain the highest professional standards and contribute to the development of St Bede's as a thriving community.

Role Purpose: To support the effective use of ICT systems by providing efficient and effective first line support.

Key deliverables include:
- Delivery high quality onsite and remote support on a range of technical issues and problems across the school
- Respond appropriately and effectively to incidents, queries or complaints. This requires a hands on approach, taking ownership of assigned incidents and managing them through to resolution.
- Install, maintain, support and troubleshoot a wide range of ICT network and infrastructure systems, hardware (including but not limited to servers & switches etc., desktops, laptops, chromebooks, and peripherals) and software.

Contract   The contractual basis of this post is the current Surrey Pay scheme and any other regulations currently in force.

Job Family: Regulation & Technical   **Grade:** 4

Responsible to: IT Manager

Accountabilities & Tasks
The key accountabilities are numbered below.   Additional information/responsibilities are shown as bullet points under each accountability and are not considered to be exhaustive.

1. **Planning & Organising**

1.1.   Contribute to scheme and project development by providing basic support.
- Wireless network and mobile device management
- Software installation and maintenance as part of delivering IT initiatives and in response to demand.

1.2.   Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.
- Printer and copier support
- Hardware support including repair and deployment
- Routine maintenance, record keeping and documentation

- Day-to-day management of the IT helpdesk and internal procedures

2. Policy & Compliance

2.1.   Adhere to established processes, standards of service delivery and use of equipment to support any associated regulatory or technical compliance requirements

3. People & Partnerships

3.1.   Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service
- Provide technical support across the school to resolve IT issues
- Work without direct supervision, but under management of senior IT team members

3.2.   Develop good working relationships with partners and stakeholders to deliver a timely and efficient service

4. Finance & Resource Management

4.1.   Deliver allocated activities within agreed processes and frameworks.
- Manage school owned technical assets

4.2.   Use equipment in the correct and safe manner.

5. Analysis, Reporting & Documentation

5.1.   Assist in the delivery of relevant assessments and investigations.

5.2.   Ensure information and records are processed and stored to agreed procedures.

5.3.   Assist in providing and manipulating basic data for statistical and other reports.

6. Duties for all

6.1.   Values: To uphold the values and behaviours of St Bede's School.

6.2.   Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

6.3.   Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of yourself and others.

6.4.   To have regard to and comply with safeguarding policy and procedure as appropriate.

7. Additional Requirements

7.1.   Carry out any other task which might reasonably be required.

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Person specification

	Essential	Desirable
Christian Commitment	● Able to support the aims and mission of an ecumenical Christian school and to support the Year group in building Christian ethos	● Personally committed Christian, member of any denomination served by the school.
Education and Training	● Relevant subjects studied to A Level or BTEC	● Relevant technical accreditation
Experience / Skills	● Experience of processing log files ● Understanding of website structure and design ● Knowledge of iMacs for creative/media use	● Experience in IT support ● Experience of using a CMS for website management ● Knowledge of LAN monitoring and support systems ● Knowledge / experience of Aerohive systems (WiFi management) ● Experience of Google Workspace
Personal qualities	● Able to prioritise ● Resilient and determined ● Calm and organised under pressure ● Able to learn quickly and benefit from training ● Credibility and confidence in dealing with situations ● Good sense of humour and able to enjoy work	

How to apply

If you would like to apply, please complete our application form for support posts and send it to us with a supporting statement (no longer than 2 sides of A4) which explains what attracts you to the post, as well as detailing the skills and experience you would bring to it.

Your completed application can be emailed to:

peopleteam@st-bedes.surrey.sch.uk

If you have any queries please ring the People Team on 01737 214048 or send an email to peopleteam@st-bedes.surrey.sch.uk

The deadline for receipt of completed applications is 09:30 on Monday 4 November 2024.

Please note, interviews for successful candidates will take place on Thursday 7 November 2024.

We look forward to hearing from you.

Our data protection policy for job applicants is available here.