

## Candidate Pack



# IT TECHNICIAN

## **The Vale Federation**

Stoke Leys Close, Aylesbury HP21 9ET

**Telephone: 01296 427221**

**Email: [recruitment@thevalefederation.com](mailto:recruitment@thevalefederation.com)**

**Inspire - Enable - Achieve**





# Welcome

## Dear Prospective Candidate,

Thank you for your interest in the position of **IT Technician** at The Vale Federation.

**The Vale Federation** encompasses two Special Schools (one primary, one secondary-aged) in Aylesbury. We support children and young people who are amongst the most vulnerable in our society. All children within the school have severe or profound learning difficulties and come to us as our specialist provision is required to support their often wide ranging needs.

Staff across all departments make a difference to the lives of every child who comes to one of our schools. We work together as a team, to ensure we deliver everything we can to make all elements and departments of The Federation the very best that it can be.

This important role is part of the Support Team within the IT Department, managing IT, telecoms and print networks and arising issues across the Federation, ensuring all IT and associated equipment remains operational making a difference for everyone. The entire support team are extremely passionate about their roles and every member contributes to the delivery of our objectives.

Would you like to become part of our team, and be part of transforming a child's life? If you share a passion for making a difference and recognise the value in today's world of supporting the most vulnerable, then we'd like to hear from you. You do need some previous experience and knowledge surrounding IT and other associated equipment, as well as the enthusiasm to work as part of a team and willingness to learn. We offer comprehensive training, both internally and externally, a full induction programme and potential career development for those who wish to progress.

We have high ambitions for all within our schools' communities. We expect the very best for the children and young people that come to us, and the same is true of our staff. We encourage and support all staff to develop and progress their own careers with us, and we have numerous examples of those that start with us as an administrator and progress to become a Team Leader. Others have developed expertise within one of the other support fields and followed a career path in that direction.

We take care of our staff. There is a regular wellbeing forum where all staff are represented, we have spacious well-resourced staffrooms with kitchen and IT facilities, a weekly staff bulletin which highlights many of the corporate benefits of being a staff member within Buckinghamshire Council, free on-site parking, and an open-door policy to all on the Leadership Team.

We are a welcoming, forward-thinking, hard-working team and hope you'll take this opportunity to consider joining us. If you would like to find out more about the role or to arrange a tour of the Federation, please contact the HR Team at **[recruitment@thevalefederation.com](mailto:recruitment@thevalefederation.com)**. We hope to receive your application and meet you in the near future.

Yours faithfully,

Bradley Taylor  
Principal

Steve Parkinson  
Business Director



## Vision

Through a multi-professional approach, we will create a high quality, inclusive, happy and safe school environment where pupils with a range of learning difficulties are:

- Inspired to engage in learning
- Enabled to realise their greatest level of independence and emotional resilience
- Supported to recognise and celebrate their achievements now and in the future

## Inspire - Enable - Achieve





## Values

### **Excellence:**

We aim for our pupils to give their best in everything that they do. We recognise all their small steps of progress and their achievements. Whatever the child's starting point, we have high expectations of them. All children can make progress with their academic skills, their physical skills, their communication skills, and their personal development. Staff have high expectations of themselves and fulfil their role to a standard of excellence.

### **Trust:**

We aim for our pupils to learn in a school environment that is safe and secure, and to develop trusting relationships with others. Over time, we want our pupils to develop a sense of responsibility. We aim for children to develop an awareness of who they can trust in the wider community. Staff always act in a trustworthy manner. They are honest and reliable at all times.

### **Courage:**

We aim for our pupils to show courage in the challenges that they will face in life. It takes courage to have the confidence to have a go, to be willing to make mistakes, and to bounce back after a mistake. Staff model being courageous and support children's resilience.

### **Determination:**

We aim for our pupils to always persevere, even when something may be difficult, to keep going and not give up, and to develop a positive "can do" attitude. Staff are unfailingly determined to support pupils in achieving their very best.

### **Kindness:**

We aim for our pupils to show kindness to others. We value being polite, friendly and welcoming to others. Staff always act in a manner that demonstrates kindness towards children and towards each other. Staff are positive role models for children.

### **Friendship:**

We aim for our pupils to develop communication and social interaction skills in order to develop positive friendships with others, and to take pleasure in shared experiences. Staff demonstrate friendship by being caring, supportive, having fun, and sharing ideas.

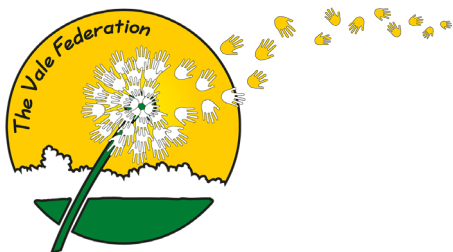
### **Respect:**

We aim for our pupils to learn and develop in a school environment that promotes tolerance and respect for individual differences, abilities, needs and beliefs. We aim for our pupils to develop into individuals who respect themselves and respect others by treating them with consideration and care, and recognising that not everybody is the same. Staff are positive role models at all times and demonstrate their respect for others through their behaviour.

### **Equality:**

We aim for our pupils to experience a school environment in which fairness is promoted. Equality is achieved by understanding that individuals need different levels and types of support to achieve their goals. Staff are committed to ensuring that each individual has their needs well met.





# Job Description

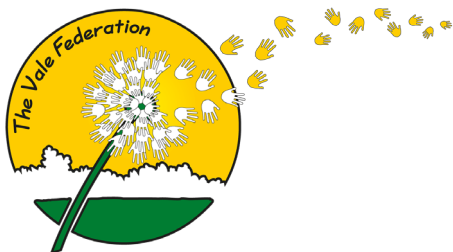
**School Name:** The Vale Federation  
**Post:** IT Technician  
**Hours:** 52 weeks per annum / 37 hours per week  
**Salary:** Range 3  
**Responsible to:** Finance and ICT Manager

## Job Summary

To assist with the efficient operation of the Federation's IT services

## Main duties and responsibilities include

- Maintain the IT department and IT suites equipment, ensuring all areas are kept tidy and in order
- Provide IT support for The Vale Federation, both in person and using remote technology as required
- Providing technical support for all users across the Federation
- Managing pupil accounts as required
- Installation of hardware, software and upgrades
- Perform tests & evaluations on new software and hardware
- Diagnose, maintain & resolve faults with devices and other peripherals
- Monitoring of IT Support Service Desk and ongoing support request tickets
- Helpdesk support for all devices, telephone, network, AV, printer and peripheral related issues
- User account maintenance, i.e. password resets, user/mailbox administration, telephone extension assignment
- Liaising with IT support partner and related suppliers/service providers and monitoring on-site contractors
- Support all telecom network issues and work with the supplier/contractors to resolve issues, install updates and required works
- Work and liaise with IT/Telecoms/Print partners in all required support and development matters
- Contribute to and assist in the compilation of the monthly Federation IT Report with the Finance & IT Manager
- Contribute to the development of the IT network and operations as directed by the Finance and IT Manager and Business Director
- Maintain and ensure the IT Network firewalls and security systems are operating at all times, highlighting any issues immediately to the Finance and IT Manager
- To operate an equipment loan service, maintaining all records of equipment movement/allocation
- To assist in the introduction of new technology to support the Federation, as directed
- Diagnosis of OS/software/ hardware/cabling faults
- Adhere to ICT Acceptable Use and Data Protection policies and procedures at all times
- Maintaining of ICT equipment asset register
- Manage disposal of damaged/old equipment in line with the Federation policy
- Such other duties in keeping with the post as may be required
- Responsible for checking emails regularly and keeping up to date with all school and Vale Federation communication



# Job Description

## General responsibilities:

- To maintain awareness of the requirements of the Federation's Health and Safety Policy and Data Protection policy ensuring all elements are adhered to
- To read and apply the Federation's Safeguarding and Prevent procedures and to ensure that the duties and responsibilities detailed in the Safeguarding Policy are adhered to and carried out
- To ensure adherence to the Federation's Data Protection Policy

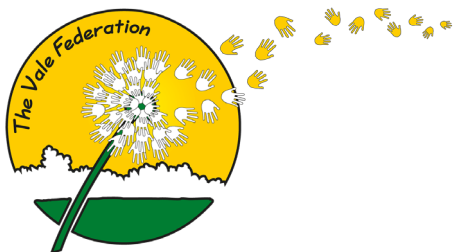
## Training

- Employees are expected to participate in training and professional development in order to meet performance objectives attending any relevant training for the job role.

## Safeguarding Statement

The Vale Federation of Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, workers and volunteers to share this commitment. The successful candidate will be required to provide two satisfactory references, undertake pre-employment checks including a health check and have a cleared Enhanced Disclosure & Barring check. An online search (including social media) will be carried out for all shortlisted candidates as part of our recruitment process.

*This job description describes in general terms the normal duties which the post-holder will be expected to undertake. In addition, duties may vary from time to time. The job description may be changed at any time, after consultation with the employee.*

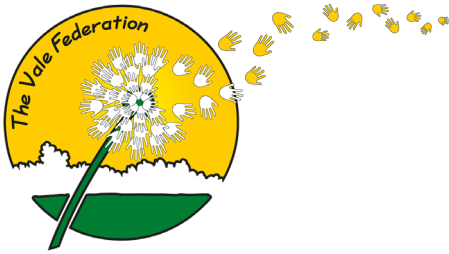


# Person Specification

**School Name**      **The Vale Federation**

**Post**                      **IT Technician**

Factors	Essential	Desirable	Assessment Method
<b>Experience, Special Skills and Abilities</b>	<ul style="list-style-type: none"> <li>■ Experience of supporting a Microsoft environment</li> <li>■ Excellent IT Skills</li> <li>■ Good standard of education in relevant discipline</li> <li>■ Identification and basic troubleshooting of networking, hardware and software issues</li> <li>■ Experience in fault diagnosis and problem solving</li> <li>■ Working knowledge of Windows 10 server and Active Directory services</li> <li>■ Working knowledge of the deployment and support of a client server environment</li> <li>■ Strong knowledge and experience of Microsoft Office 365</li> <li>■ Ability to communicate effectively with staff, students and suppliers/contractors</li> <li>■ Enthusiasm for exploring and learning new IT skills</li> <li>■ Ability to learn new technologies and methods</li> <li>■ Methodical worker with good attention to detail</li> <li>■ Ability to work alone or as part of a team to fulfil organisation needs</li> <li>■ Ability to work flexibly. Occasional working outside of normal hours to support the needs of the Federation</li> <li>■ Good organisational skills and ability to prioritise tasks</li> <li>■ Relevant working experience</li> </ul>	<ul style="list-style-type: none"> <li>■ Experience of an educational environment</li> <li>■ Experience of maintaining and servicing IT and audio-visual equipment</li> <li>■ Experience of 1st line/2nd line technical IT support</li> <li>■ Experience of multi-media technology</li> <li>■ Basic experience/ knowledge of telecoms systems</li> </ul>	<ul style="list-style-type: none"> <li>■ Application form</li> <li>■ Interview</li> <li>■ Interview Task</li> <li>■ References</li> </ul>

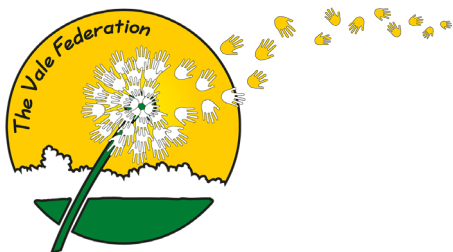


# Person Specification

Factors	Essential	Desirable	Assessment Method
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>■ Have a professional attitude</li> <li>■ Enthusiastic</li> <li>■ Good communication skills</li> </ul>	<ul style="list-style-type: none"> <li>■ Full UK driving licence</li> </ul>	<ul style="list-style-type: none"> <li>■ References</li> <li>■ Interview</li> </ul>

The Vale Federation of Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, workers and volunteers to share this commitment. The successful candidate will be required to provide two satisfactory references, undertake pre-employment checks including a health check and have a cleared Enhanced Disclosure & Barring check. An online search (including social media) will be carried out for all shortlisted candidates as part of our recruitment process.





# Staff Code of Conduct

Every member of staff has an important part to play and as role models, need to deliver and uphold certain values. Here is our Staff Code of Conduct Summary Statement, to support this being a great place to work:

## **Safeguarding pupils**

All staff members have a responsibility to safeguard pupils and protect their welfare.

## **Appearance and dress**

Dress in a manner that is appropriate to their role

## **Attendance**

Attend work in accordance with their contract of employment and associated terms and conditions in relation to hours, days of work and holidays.

## **Professional behaviour and conduct**

Staff members are expected to treat other colleagues, pupils, parents/carers, and external contacts with dignity and respect.

## **Responsibility**

All employees must take responsibility for their own actions and be accountable for these.

## **Respect**

Employees should recognise and respect the work demands of, and contributions made by, others within the workplace.

## **Honesty & Integrity**

All employees must perform their duties with integrity and be open and honest in their dealings and communications with others

## **Health and safety**

Comply with health and safety regulations and school policies, using any safety equipment and protective clothing which is supplied to them, ensuring we keep everyone as safe as possible at all times

## **E-Safety**

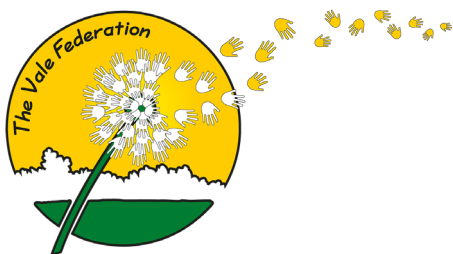
Staff will ensure all e-safety policies are adhered to, protecting themselves, the pupils and school community

## **Photography and Videos**

Staff will ensure that no personal devices are used in school at any time, protecting the rights of everyone

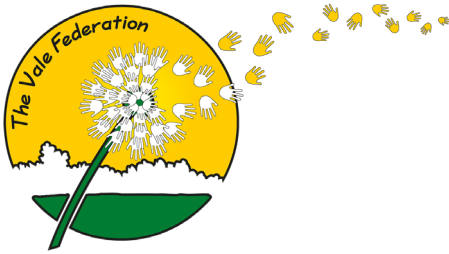
## **Data protection and confidentiality**

Staff will respect and adhere to the protection of personal data and confidentiality of all information for all pupils, staff and the school community



## About the role

<b>Start Date:</b>	For further details please visit <a href="http://www.thevalefederation.com/careers/current-vacancies/">www.thevalefederation.com/careers/current-vacancies/</a>
<b>Weekly Hours:</b>	37 hours
<b>Annual Weeks:</b>	52 weeks
<b>Salary:</b>	£24,310 to £26,295
<b>Annual Leave (if applicable):</b>	22 days (plus bank holidays)
<b>Application Closing Date:</b>	For further details please visit: <a href="http://www.thevalefederation.com/careers/current-vacancies/">www.thevalefederation.com/careers/current-vacancies/</a> <i>We reserve the right to close this vacancy early if a candidate is appointed.</i>
<b>Interview Date:</b>	For further details please visit <a href="http://www.thevalefederation.com/careers/current-vacancies/">www.thevalefederation.com/careers/current-vacancies/</a>
<b>Recruitment Process Summary:</b>	Visits to the school are warmly welcome. To arrange a visit or to find out more about the role, please contact Lynne Worley at <a href="mailto:recruitment@thevalefederation.com">recruitment@thevalefederation.com</a> . For further information on our recruitment process please visit our website.
<b>Safeguarding Statement:</b>	The Vale Federation of Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, workers and volunteers to share this commitment. The successful candidate will be required to provide two satisfactory references, undertake pre-employment checks including a health check and have a cleared Enhanced Disclosure & Barring check. An online search (including social media) will be carried out for all shortlisted candidates as part of our recruitment process.



## Benefits

**Employer Contribution Pension Scheme, with Life Cover**

**Employee Assistance Programme**

**Staff Wellbeing Forum**

**Staff Room with Resourced Kitchen**

**Free On Site Secure Parking**

**Long Service Awards**

**Staff discount at local gyms, restaurants, theatre & coffee shops**

**Discounts on local travel**

**Staff Weekly Information Briefings**

**Training and Professional Development**

**Career Development Opportunities**

**Staff Update Bulletins & Newsletters**

**Discounts On Hiring Our Facilities**

**Staff Events**

**Annual Flu Vaccination**





# Gallery

