



Beacon Academy

Ambitious for excellence in all we do

JUNIOR IT TECHNICIAN

Information for applicants
June 2022

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Letter from our Headteacher



Post of Junior IT Technician

We are looking for an individual who is highly organised, approachable, flexible and who displays excellent communication skills. Our ideal candidate will have a passion for IT and enjoy providing outstanding customer service. The successful candidate will be able to demonstrate the ability to work under their own initiative as well as part of a team.

Context

We are a split site, semi-rural, mixed 11-18 non-selective converter academy with approximately 1520 students, including over 220 students in our Sixth Form. We are situated centrally in Crowborough on the outskirts of the Ashdown Forest, an area of outstanding natural beauty. We are close to Tunbridge Wells and the South Coast. The vast majority of our staff travel to Beacon from a variety of destinations within the South East, including Brighton, Eastbourne, Lewes and Tunbridge Wells.

Our catchment area generates our truly non-selective intake, both in terms of ability and socio-economic background. We are an oversubscribed school. We draw students from more than 10 primary schools in Crowborough and the surrounding areas. We also attract applications from an increasing number of students outside of our catchment area, however, due to our oversubscription we are generally only able to offer places to those within our pre-defined community area.

Our sixth form provision is accommodated entirely at our Green Lane site, an 800m five minute walk from our main Beeches site which accommodates years 7-11. We are immensely proud that we retain a high proportion of our Sixth Form students from Beacon Academy as well as recruiting students from other local and international schools.

Vision, culture, expectations and outcomes

Our vision is to provide the best possible education for all of our students and to be ambitious for excellence in all we do. Whether a member of staff, trustee (governor) or student, we all work relentlessly to inspire and believe in one another to achieve our ambitions and succeed in life.

At Beacon Academy there is an expectation that as staff and students, we will work hard, be ambitious, self-motivated, inquisitive, resilient and determined to succeed. Our students work incredibly hard, are polite, respectful, well behaved, well presented and ready to learn. They are expected to be caring, considerate and tolerant in lessons, social time and whilst travelling to and from school. These areas are reinforced and adopted positively by staff and students alike – there is a tangible sense of pride in being part of Beacon. Our students are meticulously supported by our experienced, loyal, highly skilled and highly effective team of staff. This includes a dedicated, non-teaching Student Support Team consisting of a Head of Year (teaching staff) and an Assistant Head of Year (non-teaching staff) for each year group who support them throughout their time at Beacon Academy.

The rigorous focus on all of our students as unique individuals is paramount. There is an unprecedented determination and commitment from everyone who works at Beacon that they will succeed. We work diligently on our unapologetically high expectations and standards, allowing us to foster exceptional relationships in an environment that is consistently calm, safe, happy and orderly. I have no doubt that the combination of this with our broad, balanced curriculum and outstanding teaching contributes significantly to our sustained improvements across the board. Our latest A-Level and GCSE results are testament to this and to the teamwork of our phenomenal students and staff.

In 2019 we were immensely proud and delighted to be celebrating the best ever A-Level and GCSE results in our sixty year history, and we found ourselves once again significantly above county and national averages. These results placed Beacon Academy as the top performing school in East Sussex and one of the top performing schools nationally.

Exam Success (last published results 2019 due to COVID)

As confirmed by the Department for Education's national league tables, in 2019 Beacon Academy was the number one school in East Sussex for the third year running under the headline Progress 8 measure, in first place in Sussex overall and in the top 1.8% of all schools nationwide.

Progress 8 is the Government's main performance measure, and reflects the value that schools add to the progress of their students in respect of their final GCSE grades, compared to that of their peers of similar prior ability across the country.

In 2019 our Progress 8 score was 0.97. As a non-selective, non-denominational, non-fee-paying school, we are immensely proud and delighted to have received this confirmation, once again, of our high-ranking position. We are in an esteemed group of 6% of schools nationally who are now categorised as 'well above average' for two years in a row. There are approximately 25 schools nationally who have been above us for each of the last three years (0.7% of all schools). As ever, this is a reflection of our vision and our determination to consistently provide the best possible education for all of our students, and to become an exceptional school for our community, both locally and nationally.

We are incredibly proud of our Sixth Form students. Amidst significant national changes to the structure and content of A Levels, they have achieved some excellent results and 94% of those who applied to university were accepted at their first choice institution.

Our results for 2019 show an increase in all A Level and GCSE attainment measures. Please note that due to the pandemic, we are not able to publish our 2020 results, however we would have continued and sustained our upward trajectory for both our GCSE and A Level outcomes.

To apply

Once again, thank you for your interest in the post of Junior IT Technician. Further details are provided in this pack on how to apply for this role. Completed application forms should be e-mailed to the HR Department at vacancies@beacon-academy.org

If you wish to have an opportunity to discuss this post informally, please contact Holly Taylor, HR Manager on 01892 603000, or email h.taylor@beacon-academy.org.

Beacon Academy is committed to safeguarding and promoting the welfare of children and young people. Please come and visit us at any time and see for yourself. To arrange a visit please contact the HR Department.



Anna Robinson
Headteacher



Job Description

JOB TITLE	Junior IT Technician
PAY SCALE	Single Status Pay Scale 1 to 3
JOB PURPOSE	Support Beacon Academy and the wider MARK Education Trust's IT team to provide excellent customer centric, proactive and reactive support to ensure the continuous availability of the IT equipment.
ACCOUNTABLE TO	Chief Finance Officer

Main Duties and Responsibilities:

- To provide first line technical support to customers via the ticketing system, email and phone.
- To escalate complex problems where required and prioritise work according to agreed timescales and processes.
- Keep accurate and timely records within the incident monitoring system making sure that the end user receives feedback at all times on the progress of faults and changes.
- To liaise with senior members of the team when problems cannot be resolved remotely.
- Carry out technical investigation into support calls and escalate to the local technical team where issues require escalation.
- Maintain spare IT stock levels in accordance with agreed policies.
- Instigate hardware swap outs under the direction of senior members of the team to maintain service availability on failed devices.
- To always provide excellent customer service, striving to exceed stakeholder expectations.

Safeguarding

Beacon Academy is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post.



Person Specification

ESSENTIAL	DESIRABLE
<p>Qualifications and knowledge</p> <ul style="list-style-type: none"> • Good academic background • English Language and Mathematics and/or ICT to GCSE or equivalent 	<p>Qualifications and knowledge</p> <ul style="list-style-type: none"> • Suitable ICT Qualifications and/or previous experience in supporting and maintaining an ICT network service • Awareness of management information systems such as SIMS / Edulink
<p>Job related knowledge, aptitude and skills</p> <ul style="list-style-type: none"> • A competent knowledge and understanding of IT networks • Excellent customer service skills including the ability to handle all aspects of first line technical support • Excellent communication skills • Self-motivated and driven with a focus on attention to detail • The ability to prioritise and execute tasks in a high pressure, ever-changing environment • Good organisational skills to manage time effectively • Committed to a high standard of service • Good understanding of mobile devices 	<p>Job related knowledge, aptitude and skills</p> <ul style="list-style-type: none"> • School based background • Knowledge of SCCM • Experience of print management systems • A basic understanding of networking and infrastructure • Experience of Active Directory • School working practices and policies
<p>Personal qualities</p> <ul style="list-style-type: none"> • Enthusiastic, ambitious and energetic • A desire to understand how technology works • Act as a role model for high quality customer service • Accurate and efficient • Able to communicate with a wide range of people • Willing and able to quickly learn a variety of tasks within the Trust's ICT environment • Able to work as part of a team • Able to work under pressure 	<p>Personal qualities</p>





Staff Testimonials

Beacon Academy is an amazing place to work because of the friendly and helpful staff, there is a strong culture of collaboration and support that allows everyone to develop their practice. The strong focus upon CPD provides everyone the opportunity to learn the latest cutting-edge developments in education and this is a major benefit for anyone wishing to further develop their practice. Our facilities and new technology allow us to provide engaging lessons to provide our learners with the perfect learning environment.

I would recommend Beacon Academy to anyone wanting to teach in a school that favours aspirational ethics and outstanding practice, because there are so many opportunities for ambitious staff who are keen to collaborate, develop and share best practice in order to progress in their career.

Senior Deputy Headteacher

I have thoroughly enjoyed coming to work at Beacon Academy. The commitment and dedication from the staff to ensure students are achieving, and going above in and out of lessons is amazing to see. As an NQT I received so much support from other members of staff and feel like I can ask anyone for help. The commitment and extra time given to the students is what makes Beacon such a good school to work in.

Teacher of Mathematics



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Applications

Please note that applications will be considered as they are received and you are therefore advised to submit your application as early as possible, as some interviews may take place, and an appointment may be made, before the closing date is reached for this position.

If, like us, you are passionate about providing the best possible education for all students in a school with sustained improvement and a culture of high expectations and ambition, please ensure you:

1. Complete the statutory application form.
2. Provide a letter of application that is no longer than 2 sides of A4. It is recommended that your letter is structured according to the main headings of the person specification. Please include any achievement data that are applicable to the role you are applying for. If possible, this should be across 3 years; otherwise please provide your latest set of results.
3. Provide two references, one of whom must be the Headteacher from your current school or most recent significant employer.

Beacon Academy is committed to providing the best possible care and education to its students and to safeguarding and promoting the welfare of children and young people. The Academy is also committed to providing a supportive and flexible working environment to all its members of staff.

The Academy recognises that, in order to achieve these aims, it is of fundamental importance to attract, recruit and retain staff of the highest calibre who share this commitment. Please refer to our Recruitment, Selection and Disclosure Policy and Procedures which supports our statutory obligation to comply with Keeping Children Safe in Education 2021.

Further information can be found on our website.

Completed applications should be sent to:

Human Resources
Beacon Academy
North Beeches Road
Crowborough
East Sussex TN6 2AS
Telephone: 01892 603078
Email: vacancies@beacon-academy.org

