

Queen Elizabeth Grammar School Penrith



**Application pack for
Senior IT Technician**

Queen Elizabeth Grammar School Penrith



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Headteacher: Mr P Buckland M.A.

June 2022

Dear Candidate

The IT department is a busy department in the school, with a close-knit team the Network Manager and a Senior Technician two part-time technicians.

The post offered is a Permanent, Full Time post.

We welcome applications from anyone who feels they can meet the requirements of the enclosed Job Description and Person Specification and who will enjoy working in a busy school environment. Before applying, please have a look at our website www.qegs.cumbria.sch.uk which I hope will give you a taste of the ethos and atmosphere of the school.

I look forward to receiving your application.

Yours faithfully

A handwritten signature in dark ink, appearing to read 'P Buckland'. The signature is written in a cursive style with a large, looped 'P' and a stylized 'B'.

Mr Buckland
Headteacher



Queen Elizabeth Grammar School Penrith

A mixed selective academy
Roll: 998 including 233 in the Sixth Form
Ofsted: Outstanding in every category

Senior IT Technician

NJC Scale Band 2 Points 3-4 - £18,887 - £19,264
Full Time / Permanent

To start July 2022

Queen Elizabeth Grammar School has a vacancy for an experienced computer technician to assist the Network Manager in running the school's computer network and supporting staff and pupils with their computing requirements.

We are committed to safeguarding and promoting the welfare of children. The post is subject to an enhanced DBS check and satisfactory references.

Deadline for all applications: 9am, Monday 4th July 2022

Interviews will be held week commencing 11th July 2022

Application packs are available via our website www.qegs.cumbria.sch.uk or from the Head's PA
Mrs R Kennedy secretary@qegs.cumbria.sch.uk

IT Department at Queen Elizabeth Grammar School

The post available

Queen Elizabeth Grammar School is a selective, 11-18 co-educational secondary school with 998 pupils.

We now have a vacancy for a Full Senior IT Technician to start as soon as possible

The IT Department supports approximately 350 desktop machines, 110 iPads, 150 student laptops and over 80 staff laptops.

The network covers the whole site, with wired & wireless access in the majority of rooms in the main building, Technology, Birnie block and the Sixth Form Centre. The network has a recently upgraded fibre backbone. Wireless access is provided through the Ruckus system.

There are a mix of Windows & Linux based physical & virtual servers, with networked machines running Windows, Microsoft Office, Adobe CS5 and many other subject specific software applications. School data is managed via SIMS and SAGE. IT & external support providers support both these.

There are six IT rooms ranging from ten workstations to 32 devices in larger classrooms, as well as 4 laptop trolleys. Most classrooms have IWB & mounted data projectors or interactive screens. There are additional laptops in the library. There several large MFD & small desktop printers to support Printing is controlled via PaperCut. Smoothwall provides web filtering & reporting. The department manage the school website's content, the InVentry signing in system & cashless payment system.

The school has rolled out iPads to all class teachers. It is now in the process of rolling out iPads starting with Year 7s in January 2023. These devices are managed through Jamf MDM.

There are approximately 1300 users.

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Job Description for IT Technician

The school is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment.

Salary: Scale 2, Points 11-13 (£18,887 to £19,264)

Line Manager: Network Manager

Key Role:

The IT Technician will work as part of a team providing efficient and effective IT services and excellent standards of IT support throughout the school to both staff and students. A high priority is placed upon effective working relationships and open communications with students, teaching and support staff.

The post holder will be expected to have a high degree of professionalism, technical competence, and good interpersonal and networking skills, including the ability to work independently.

In order to provide a continuous service the post holder will need to be flexible and able to prioritise tasks.

Duties and Responsibilities:

1. To routinely inspect all IT rooms and facilities to ensure regular maintenance.
2. To provide technical advice, support and assistance to users to enable them to make full use of services, resources and facilities.
3. To maintain 'loan stock' (i.e. laptops, cameras, headphones, microphones etc.).
4. To install, inspect and configure IT equipment.
5. To provide first line fault diagnosis and repair or replacement of faulty hardware.
6. To ensure that all IT hardware is well maintained and functioning properly and safely.
7. To install software and ensure its upgrade as appropriate.
8. To liaise with IT curriculum staff to ensure that software and hardware required for teaching and learning is installed and operational when required.
9. Keep clean and operational all IT equipment.
10. Monitor and manage printers throughout the school.
11. To ensure adherence to software license agreements.
12. To demonstrate and/or set up IT, media equipment and facilities.
13. To assist with the deployment of desktop services, re-imaging, new set ups etc.
14. To adopt and work within school policies and procedures and help identify, minimise and eliminate any health and safety issues.
15. Attend relevant staff development (internally and externally) and apply the knowledge in the workplace.
16. Ensure a high level of courtesy and care at all times.
17. Participate in Performance Management and Professional Development activities as required.
18. Be actively involved in the school's continuous improvement and development of IT.
19. Value diversity and promote equal opportunities.
20. Work within Health & Safety guidelines and be aware of your responsibilities for health and safety.
21. Adhere to School policies and procedures.
22. To assist the Network Manager with the installation of IT equipment.
23. Carry out any other duties commensurate with the post.

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Person Specification for IT Technician

Qualifications

- Five GCSEs at grade C or above including English & Mathematics (or equivalent Level 2 qualifications).
- Relevant Computing/ICT qualifications above Level 2.

Training

- Evidence of ongoing professional development.
- Enthusiastic to develop further and extend own skills, subject knowledge and expertise.

Experience

- Ideally, experience of working in an educational environment.
- We are happy to consider candidates who may have only recently qualified.

Skills

- Good communication skills with all ages - able to work closely and effectively with children, teachers, support staff and other technicians on a daily basis.
- Able to work independently, show initiative and have an imaginative and creative approach to problem solving.
- Ability to use a range of software and quickly adapt to using upgraded, new and less familiar bespoke subject software.
- Able to troubleshoot hardware problems and carry out basic repairs.
- Ability to use IT effectively in record keeping.

Educational and Working Philosophy

- Supportive of selection and traditional Grammar School values.
- Supportive of the aims of Queen Elizabeth Grammar School which are:
 1. To build upon its tradition of academic excellence encouraging students to strive for the highest levels of achievement and to maximise their potential.
 2. To take full advantage of its small numbers to provide a caring environment in which the individual pupil's personality and abilities are valued and fostered.
 3. To provide an environment in which creativity, enterprise and initiative are encouraged, promoting social, artistic and sporting activities to develop pupils' interests and talents.
 4. To do its best to ensure that pupils leave this school to embark upon higher education or employment confident in their skills and learning and fitted for useful, active citizenship.

Personality

- Out-going, confident, energetic and willing to be involved in all aspects of school life.
- Ability to work under pressure and meet deadlines.

Queen Elizabeth Grammar School Penrith

School Strategy

Vision

- To prepare our students to succeed in tomorrow's world by providing a secure learning environment, a rigorous academic curriculum, high expectations, and best practice in teaching, learning and technology enhanced by wide-ranging extra-curricular opportunities and outstanding pastoral care. Our students will demonstrate and encourage respect for everyone within our community and globally, treating all people equally irrespective of their characteristics and celebrate diversity.

Aims

1. The school aims to build upon its tradition of academic excellence. Pupils will be encouraged to strive for the highest levels of achievement to maximise their potential.
2. The school aims to take full advantage of its small numbers to provide a caring environment in which the individual pupil's personality and abilities are valued and fostered.
3. We will educate and develop tolerance and respect for all, paying particular regard to protected characteristics
4. The school will provide an environment in which creativity, enterprise and initiative are encouraged. Social, artistic and sporting activities will be promoted to develop pupils' interests and talents.
5. The school will do its best to ensure that pupils leave this school to embark upon higher education or employment confident in their skills and learning and fitted for useful, active citizenship.

The Academy will do its best

1. To raise the standard of educational achievement of all students;
2. To ensure that every child enjoys the same high quality education in terms of resourcing, tuition and care;
3. To foster self-esteem and respect for each person as an individual; by creating a positive and inclusive atmosphere and encouraging a shared commitment to respect diversity and difference; by challenging discrimination and promoting good relations between people, irrespective of their characteristics. In particular, the school will not permit any direct or indirect discrimination, harassment or victimisation of any person, adult or child, because of any person's characteristic that is protected.
4. To improve its effectiveness by continual review of the curriculum and organisational structure;
5. To provide value for money for the funds expended;
6. To comply with all appropriate statutory and curriculum requirements;
7. To maintain close links with institutions of higher education, business, industry and commerce;
8. To conduct its business with the highest standards of integrity, probity and openness.

