Applicant Pack

To be read in conjunction with our 'Join our staff' brochure

Silverdale School

Westfield School

Hope Valley College

SILVERDALE SIXTH FORM

SHEFFIELD TEACHER TRAINING ALLIANCE

National Modern Languages
SCHOOL CENTRED INITIAL TEACHER TRAINING

Chorus
Education Trust
Outstanding Achievement for All
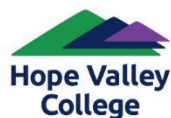
Job Advert

Silverdale School is an extremely popular and high achieving 11-18 comprehensive in the south west of Sheffield and is the founding school of **Chorus Education Trust**. The school is rated as 'Outstanding' (Ofsted 2014) and has an excellent record of student achievement at both KS4 and KS5. It sits within a new building with a full complement of facilities.

At Silverdale's heart is one of the country's largest Teaching Schools, the **Sheffield Teaching Training Alliance** and in 2020 it was asked to establish one of the first Teaching School Hubs, which resulted in the launch of the **South Yorkshire Teaching Hub**. In 2020 it was named the Sunday Times Top State Secondary School in the North of the Decade, in recognition of its sustained success.

Silverdale School is part of Chorus Education Trust, and as such all appointees may be required to work at any Trust site in the future.

You can view the school website at: **www.silverdale-chorustrust.org**

Senior IT Technician

Grade 6 SCP 21 – 26 Salary: £26,975 to £30,984
37 hours / 52 weeks

Permanent
To start: ASAP

About this vacancy

We currently have an exciting opportunity for a Senior IT Technician to provide support to the school and trust working as part of the ICT Support Team, to ensure the smooth running and delivery of IT systems across all schools within the Trust. Reporting to the IT Manager at Silverdale, you will be predominately based at Silverdale School but will work as part of a small team across our schools to ensure the IT services for the Trust are operating at optimum efficiency. If you are looking for a new and exciting challenge, then we can guarantee you a fulfilling and rewarding role. Please see the enclosed Job Description for further details.

To apply

The full application pack is available from www.chorustrust.org/vacancies and completed Chorus Trust application forms are to be sent to Alka Walton (HR Administrator) at: recruitment@silverdale.chorustrust.org

Please note that CVs and Sheffield City Council application forms will not be accepted.

Deadline for applications: **11.59pm on Sunday 14 August 2022.**
Interviews to be held: **week beginning 22 August 2022**.

At Chorus Trust we are committed to the Safeguarding of all our pupils, please visit our website to access our Safeguarding & Child Protection policy https://www.chorustrust.org/policies

The successful candidate will be required to complete a Disclosure & Barring check in line with the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975 and the Police Act Regulations.

Job Description: summary

Post title:	Senior IT Technician
Profile:	TE3A
Grade:	Grade 6
Grade spinal point range:	SCP 21 - 26
Accountable SLT post:	IT Director
Line Manager of post holder (if different):	IT Manager
Staff to be supervised or line managed by post holder:	ICT Technicians/Apprentices where appropriate
Post holder will work with:	Central IT Team Teaching & Support Staff
Holiday and sickness relief by/for:	By and for other IT Support staff
Purpose of job:	Responsibility for delivering ICT services, projects and providing a reliable and secure IT infrastructure across the Trusts schools. Working as part of a team you will lead the IT support function for primary schools within the trust.
	This post may work across the Trust schools.
Version revised:	July 2022

Job Description: duties

The post holder must at all times carry out his/her responsibilities within the spirit of the School and Trust policies and within the framework of legislation relating to Academies and Education, with particular regard to the statutory responsibilities of the Trust and the Governing Body of the School.

These include but are not limited to:

Specific duties and responsibilities

To be responsible for providing an efficient IT support service, following systems and processes to the standards required by the School/Trust and appropriate regulatory bodies.

Duties will include, but not be limited to:

Main Duties and Responsibilities:

Maintenance of the School ICT Network Facilities

- Contribute to the provision of ICT Support throughout the school(s) under the direction of the IT Director.
- Configure, install, and maintain IT and networking infrastructure.
- Troubleshoot and resolve service affecting issues as they arise.
- Ensure an accurate up-to-date ICT inventory is maintained.
- Plan, organise and subsequently deploy updates/patches as and where required.
- Ensure the correct disposal of damaged and un-repairable equipment and that the Trust meets its recycling duties in line with current regulations.
- Ensure the security of the Trusts IT infrastructure by working within required guidelines and protocols; protecting passwords, personal information and other security related information.

Assist Staff and Students Using ICT

- Communicate appropriately with non-technical users when investigating and resolving issues.
- Provide support and guidance to other team members.
- Set up equipment for the delivery of the curriculum.
- Ensure effective integration of curriculum and administrative systems to achieve maximum efficiency.
- Contribute to ICT training provision and advise school(s) staff as appropriate.
- Develop safe working practices in relation to the use of ICT.

Contribute to the Program of ICT Development

- Create procedural documentation and training materials.
- Develop professional, constructive relationships with other agencies, schools and professionals.
- Liaise with suppliers regarding ICT procurement.

- Keep up to date with national and local developments in ICT. Recognise, decipher and determine potential benefits for the school.
- Undertake and lead on ICT projects under the direction of the IT Director.

ICT Technical Service Support

- Maintain ITIL recognised standards of support.
- Provide high quality user support, including staff training.
- Ability to resolve IT matters of a complex nature and provide clear guidance and advice for all staff members.

General Duties

- Deputise for other senior members of the ICT Support Team when appropriate.
- Actively pursue training and accreditation on agreed plans for the school(s) network and system developments and upgrades.
- Production of an annual audit of the ICT equipment.
- Research information concerning equipment, evaluate systems for best value and advise the IT Director / School Business Manager(s) on purchases.
- Produce orders for equipment and consumables.
- Take responsibility for own professional development, continually keep updated about new initiatives in educational ICT, and contribute to the school(s) as a learning organisation.
- Assist with the implementation of projects and School(s) ICT initiatives.

Support for the Trust / School (applies to all roles)

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop

- Appreciate and support the role of other professionals

- Attend and participate in relevant meetings as required

- Take an active part in all key school events such as open evenings etc

- From time to time, to meet the needs of the school, you may be asked but not automatically expected to work hours additional to your normal working hours. The school will give you as much notice as possible and you will be paid/recompensed for such work. Examples where this might be required are for example; relevant key school events such as Open Evenings, exam results days, trips, clubs, training etc.

- Assist with the clerical duties of the administration team as required from time to time and as appropriate to your role

- Contribute to the overall ethos/work/aims of the Trust/school

- Participate in relevant training, other learning activities and performance management as required

- Ensure display boards and leaflet displays, etc are kept up to date and in good order as appropriate and required

- To undertake any other duties and responsibilities, commensurate with the level of the post, as may be determined after negotiation between management, the postholder and appropriate trade unions

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- Team responsibilities - All IT technical support staff are considered part of the overall support team and may be required to provide assistance to colleagues in other areas from time to time commensurate with the role, skillset and grade.

Changes to these duties

The above duties are not exhaustive and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Principal.

The job description and allocation of particular responsibilities will be kept under review and may be amended via consultation with individuals, the Governing Body or Board of Trustees and/or Senior leadership team as required. Trade Union representation will be welcomed in any such discussions.

Person Specification

Job title: Senior IT Technician

REQUIREMENTS	Essential	Desirable	Assessment method A = application I = interview R = reference
Knowledge, experience and skills			
2 + years of administering Windows Operating Systems.	✔		A/I
Experience using ticketing systems to process requests and issues.		✔	I
Escalating tickets to respective engineers / 3rd parties if you can't action yourself.	✔		I
Experience with Active Directory and administration.	✔		A/I
Excellent analytical and problem solving skills	✔		I
Microsoft stack such as RDS, Active Directory, Group Policy, IIS, SQL and general OS configurations.		✔	A/I
O365 administration, including Teams, SharePoint, Exchange.		✔	A/I
Networking understanding such as DNS, DHCP, IP routing, VPN.		✔	A/I

Qualifications	Essential	Desirable	Method
Relevant industry training or certifications from: • ITIL • CompTIA • Microsoft • Cisco • VMware Or the willingness to work towards this.		✔	A/I
Have a good general education to A Level (or equivalent) with excellent numeracy and literacy skills	✔		A/I
Other skills			
Documentation and following process is a key part of the role. There are workflows that need to be followed but also documenting any additional changes and anything relevant is also key.	✔		I
A self-motivated work ethic and the ability to support others within the team.	✔		I
An ability to prioritise work and to work with minimum supervision, together with good time management skills.	✔		I
A demonstrable attention to detail and accuracy.	✔		A/I
A full valid UK driving license, with use of vehicle.	✔		A
Interpersonal skills			
You will have a pragmatic, calm and holistic approach to tasks and be able to communicate effectively to staff and students.	✔		I
Excellent organisation and communication skills is essential.	✔		A/I
Child protection			
A commitment to the responsibility of safeguarding and promoting the welfare of young people.	✔		I