



March 2023

Dear Applicant

Re: Trainee Digital Infrastructure Technician

Many thanks for expressing an interest in the above position. I hope you find the enclosed Job Description, Employee Specification and following information useful in preparing your application.

Wetherby High School is a vibrant and welcoming school with inclusive values at the centre of all our work. We believe all our students deserve to have adults around them that are committed to doing all they can to help them succeed in all areas of life. Wetherby High School is in an exciting phase of development, with a new state of the art building for the school community that will be ready in the near future.

- Know our children well
- Character for achievement
- Partners in learning
- Enjoy and aspire

The staff at Wetherby High School work exceptionally well together as a team and this post is a key role in providing support to colleagues in a number of different roles. This is therefore a very exciting position that will appeal to an ambitious individual seeking a varied and interesting opportunity to utilise and develop key skills.

If you believe that you have the skills and attributes required of this role, please forward a covering letter outlining the reasons for applying for this position, a copy of your CV and Application Form, via email to hr@wetherbyhigh.co.uk

Yours faithfully

A handwritten signature in black ink, appearing to read 'SJA', enclosed in a hand-drawn oval.

Samantha Jefferson
Headteacher



Job Description

Job Title: Trainee Digital Infrastructure Technician

Grade/Salary: A3

Responsible to: Digital Infrastructure Manager

Purpose of Job:

Provide IT technical support to children and staff in the school. Help to maintain the IT infrastructure. Work as part of a team and communicate effectively.

Responsibilities:

- Investigate, diagnose and either resolve or escalate software and hardware issues across a range of platforms and devices.
- Deliver and collect IT equipment to and from locations around the site to support learning.
- Run maintenance checks on equipment to determine usability and condition.
- Accurately record, update and document support requests and other information on the help desk system.
- Be organised, punctual, professional and polite.
- Assist staff and students with the basic use of the IT equipment.
- Install, configure and upgrade IT equipment following procedures and health and safety guidelines.
- Contact third-party support providers where appropriate.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation.
- Attend and participate in staff training sessions and other professional development opportunities.
- Support whole school events that occur outside of normal working hours (such as evening performances).
- Follow start of day and end of day technical procedures and checks to ensure the smooth running of the infrastructure.
- To be a highly motivated team player with the skills and ability to manage changing priorities.
- Develop professional relationships and become part of the school community.
- To take ownership of issues and use initiative and problem-solving skills.
- To be aware of, promote 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.
- To display commitment to the protection and safeguarding of children and young people.

- To support students to have equal access to opportunities to learn and develop.
- To contribute fully to the overall ethos/work/aims of the school.
- To appreciate and support the role of other professionals.

General duties:

- To support school events and attend as required.
- To undertake ad hoc duties as may be required by the Head Teacher and / or Senior Leadership Team from time to time, for example exam invigilation and duties.
- To photocopy documentation as required maintaining confidentiality at all times.
- To adhere to school policies and procedures.
- To fulfil the role of coach to a small group of students and participate fully in training as required.

Any Special Conditions of Service:

This school is committed to safeguarding and promoting the wellbeing of children and young people and expects all staff and volunteers to share this commitment. All staff will be subject to an Enhanced Disclosure and Barring check and satisfactory references.

There may be a need to occasionally work outside of school hours and off school premises, as required by the school. No smoking policy.

Signed (employee)

Signed (line manager)



Trainee Digital Infrastructure Technician Personal Specification

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	GCSE grades A*-C/9-4 or equivalent in English and Mathematics.	<ul style="list-style-type: none"> • CompTIA A+ • Cisco IT Essentials • ITIL Certification V3 • Microsoft Desktop Support Technician • Microsoft Certified Professional • Apple Certified Desktop Technician • GCSE, BTEC, NVQ, A Level qualification (or similar) in Computer Science and/or ICT.
Knowledge & Understanding	<p>Excellent IT skills and computer literacy. Basic understanding of computer networks.</p> <p>Experience in the use of:</p> <ul style="list-style-type: none"> • Desktops • Laptops • Tablets • Interactive Screens. 	<ul style="list-style-type: none"> • Experience of the following deployment technologies, such as: MDT, FOG, Ghost. • Knowledge of cloud-based systems, such as: Office365, G Suite, iCloud. • Experience using audio and lighting equipment including microphones and mixing desks. • Previous experience of working with children or within an educational environment. • Previous experience of working in an IT support role. • Previous Experience within a customer service role. • Working knowledge of Microsoft Windows and Apple MacOS, iOS, iPadOS client operating systems as well as various software packages such as Microsoft Office and Adobe Creative Suite.

<p>Skills & Personal Requirements</p>	<ul style="list-style-type: none"> • Excellent organisational skills. • A good standard of written and oral communication. • Ability to communicate effectively with a wide variety of people in a professional manner (face-to-face, on the telephone/radio and emails). • Ability to demonstrate practical troubleshooting and problem-solving techniques. • Good attention to detail and ability to show initiative. • Ability to prioritise, manage and perform under pressure. • Willing to work flexibly and with enthusiasm and ensure that output and quality of work is of a high standard 	<ul style="list-style-type: none"> • Previous experience working independently and managing own time. • Previous experience training others. • Interest in extra-curricular activities outside of IT.
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GENERAL

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Privacy Notice for Applicants

Data Protection Legislation

In accordance with UK data protection law individuals have the right to know what personal data we hold about them, and for what purpose.

The school is registered with the information Commissioners Office (ICO) under the provisions of the UK GDPR and Data Protection Act 2018. We take our responsibilities under data protection law very seriously.

This Privacy Notice explains how we collect, use, store and share personal data about job applicants. In data protection law, these activities are called data processing.

What is this information?

We may collect some or all of the following information about you as part of our recruitment process:

- Name, address and contact details
- Application data and application history
- Education and employment details
- Gender, ethnicity, disability, sexual orientation and religion/belief
- Date of birth and national insurance number, Identification, Immigration and Asylum details, i.e. right to work in the UK
- References if you are invited to interview
- Right to work in the UK and supporting documentation if you are invited to interview
- Copies of qualifications if you are invited to interview

Who uses this information?

People involved in the recruitment process for example, School Business Manager, Headteacher and Governors.

What authority do we have to collect and use this information?

Under the GDPR we collect and use this information under powers given to schools for the legitimate interests of the controller or third party, where applicable.

The following categories of lawfulness apply:

- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract
- Processing is necessary for compliance with a legal obligation

- Processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement
- Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity

In rare circumstances where no legal authority exists to use your information, we will obtain your express consent first.

What is 'personally identifiable data' (PII)?

The term PII relates to any data that could potentially identify a living person. The following fields in Human Resources are classified as PII: name, age, address, place of birth, date of birth, gender, national insurance number, any application data and any information about an individual that can be used directly, or in connection with other data, to identify, contact or locate that person.

Why do we use this information?

We use this information in the course of recruiting members of staff.

Who are we likely to share this information with?

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, for the following reasons:

With the local authority and our HR services provider to allow managers to manage recruitment processes.

How do we keep this information secure?

Your information may be stored securely in electronic and paper document management systems with stringent limited access. All access to documents is limited to only those staff involved within the recruitment process.

How long do we keep this information?

Documents are kept for a period of 6 months following the end of the recruitment process. If you are successfully appointed into a post, your data will be held in line with school policies. A copy of the staff privacy notice will be provided to you upon appointment with full details.

What are your rights?

You have the right to request that we stop processing your personal data. Wherever possible, we will seek to comply with your request but we may need to hold or process information in connection with one or more of the school's legal functions.

If you have any questions about our use of this data, or you wish to request a copy of the information we hold about you, or you wish to discuss your rights in relation to opting out from these processes, please contact our **Data Protection Officer, Richard Lewis-Ogden** who can be contacted by email at dataprotection@carrmanor.org.uk .