



Upper Shirley High School
Bellemoor Road
Southampton SO15 7QU
Co-ed Comprehensive (11-16)
Tel: 023 8032 5333

Role: IT Technician
Hours: 37 hours per week (52 weeks a year)
Grade: 6
Full Time Equivalent Salary: £19,694 - £22,658 (depending on experience)
Start date: As soon as possible

Message from Stuart Woods, Headteacher:

"Everyone who comes to USH comments on how great it feels to spend time here and I attribute that to the amazing staff and students who come here because they love it. The successful candidate will have the opportunity to genuinely shape the future and help us reach outstanding."

We are seeking to appoint an experienced and highly motivated IT Technician with the necessary skills and experience to support our IT Manager.

The role demands a dynamic, customer-focused individual who can effectively liaise with staff and students to offer a first class ICT support service. The role will entail the day-to-day support, diagnosis and resolution of issues affecting the school's ICT systems and services.

The successful candidate will have:

- Experience in a school or educational setting as a technician, or similar role
- A high level of technical skill and experience supporting systems in a networked environment
- Experience of supporting users with IT systems and facilities
- High quality interpersonal and communication skills
- A strong commitment to providing excellent customer service
- Experience with Google Classroom and G Suite for Education (beneficial)

In return we offer:

- An open and honest professional culture and learning community
- Amazing students who are proud to be part of the school

If you are looking for an opportunity that will allow you to progress and develop alongside our growth and development, we want to hear from you.

An application pack incorporating a job description, person specification and application form can be downloaded from our website www.ushschool.org from the 'Staff' section.

Closing Date: Midday on Wednesday 11th October 2017

Interview Date: To be advised

Our school is committed to safeguarding and promoting the welfare of children and an enhanced DBS will be required for this post.

Job Description:	IT Technician
Grade:	6
Contract	37 hours per week, 52 weeks a year
Responsible to:	The Headteacher and Business Manager, under the direct leadership of the IT Manager.
Liaising with:	All staff and students
Purpose of the role:	To provide technical support assistance to facilitate the use of IT throughout the school

Key Responsibilities

End user support

- Lead on the monitoring and completion of IT tasks logged onto the IT help desk
- Installation of new equipment
- Installation of new software
- Diagnosis and repair of faulty hardware and software
- Support of installed software packages
- Cleaning of projector filters and changing of projector lamps
- Changing of printer toners when requested
- User account creation and password changes
- Granting and removing resource access privileges as required
- Booking out ICT equipment
- Taking recorded videos from school video cameras and converting to DVD
- Set up of display/audio equipment for meetings and external lettings
- Exporting CCTV footage of incidents
- Assisting users with use of the school's VLE

Network

- Maintenance of network servers, switches, and wireless access in conjunction with other members of the IT department.
- Maintenance of pupil internet filters in conjunction with other members of the IT department.
- Support of school email systems
- Installation, maintenance and upgrades of school information systems, the school's VLE, and other essential software packages in conjunction with other members of the IT department.
- Protecting school systems from viruses, malware, and other threats in conjunction with other members of the IT department.
- Recovery of deleted files

Administrative tasks

- Security marking of equipment and maintaining our asset management system
- Tracking of software licensing
- Processing warranty returns on faulty hardware
- Arrange collection and disposal (recycling) of broken/obsolete equipment
- Creation and maintenance of email mailing lists

Miscellaneous

- Maintenance of VoIP telephone system and installations with direction of the IT Manager

- Support of CCTV systems in conjunction with the IT manager.
- To carry out lunchtime and break time duties as directed.
- Any other tasks that may be required.

Supporting the school

At an appropriate level, according to the job role, grade and training received, all employees in the school are expected to:

- Support the aims, values, mission and ethos of the school and participate in a team approach to all aspects of school life.
- Attend and contribute to staff meetings and INSET days as required, and identify areas of personal practice and experience to develop.
- Take appropriate responsibility for safeguarding and children's welfare and be aware of confidential issues linked to home/child/teacher/school and keep confidences appropriately.
- Be aware of health and safety issues and act in accordance with the school's Health and Safety Policy.

Other Duties

The postholder may be expected to carry out duties other than those given in the job description where the level of responsibility is similar and he/she has appropriate qualifications or receives appropriate training to carry out these duties.

The postholder must:

- Ensure that trust policies and procedures are implemented and followed;
- Work as appropriate with the Trust Central Services team in matters relating to finance, HR, IT and Health and Safety

PERSON SPECIFICATION

POST: TECHNICIAN (IT) – GRADE 6

SKILLS/ ABILITY/ EXPERIENCE	TO DO WHAT?	HOW WELL? NOW OR WITH TRAINING?	HOW IMPORTANT AT THE TIME OF APPOINTMENT?
<p><u>KNOWLEDGE</u> Reasonable knowledge of a range of IT systems, hardware and software</p> <p>Basic working knowledge of Health and Safety regulations pertaining to IT</p> <p>Educated to at least GCSE Grade C in English and Maths</p>	<p>To assist the IT Services Manager with IT support across the school</p> <p>To ensure that IT equipment is set up and maintained safely for all users</p> <p>To instruct and guide others in the safe use of equipment</p> <p>To demonstrate a reasonable level of literacy and numeracy</p>	<p>Now</p> <p>Now</p> <p>Now</p> <p>Now</p>	<p>5</p> <p>5</p> <p>5</p> <p>5</p>
<p><u>MENTAL SKILLS</u> Ability to solve routine problems</p>	<p>To provide day to day IT support and maintenance</p>	<p>Now</p>	<p>4</p>
<p><u>INTERPERSONAL & COMMUNICATION SKILLS</u> Ability to communicate information and ideas effectively to a range of audiences, through reasonable written and verbal communication skills</p>	<p>To develop and maintain effective working relationships with colleagues, pupils and “partners” of the school</p> <p>To communicate technical issues clearly to users</p>	<p>Now</p>	<p>5</p>
<p><u>PHYSICAL SKILLS</u> Keyboard skills</p>	<p>To install/set up systems and to demonstrate applications</p>	<p>Now</p>	<p>5</p>
<p><u>INITIATIVE & INDEPENDENCE</u> Ability to work without close supervision</p>	<p>To undertake duties across the school, working alone for periods of time</p>	<p>With support and training</p>	<p>3</p>

PERSON SPECIFICATION

POST: TECHNICIAN (IT) – GRADE 6

SKILLS/ ABILITY/ EXPERIENCE	TO DO WHAT?	HOW WELL? NOW OR WITH TRAINING?	HOW IMPORTANT AT THE TIME OF APPOINTMENT?
<p><u>PHYSICAL DEMANDS</u> Ability to lift moderate weights</p>	<p>To lift and carry equipment as resources as required</p>	<p>Now</p>	<p>4</p>
<p><u>MENTAL DEMANDS</u> Ability to maintain concentrated attention for short periods of time</p>	<p>To provide technical support to teachers and pupils</p>	<p>Now</p>	<p>4</p>
<p><u>EMOTIONAL DEMANDS</u> N/A</p>			
<p><u>RESPONSIBILITY FOR PEOPLE</u> Understanding of key safeguarding issues and procedures</p>	<p>To ensure correct reporting and monitoring of any safeguarding issues arising across the school; To maintain appropriate levels of confidentiality and data security in respect of personal/pupil/colleague information</p>	<p>Awareness of the sensitivity of these issues now. Training in school procedures given</p>	<p>4</p>
<p><u>RESPONSIBILITY FOR SUPERVISION</u> Training ability</p>	<p>To train, demonstrate, guide and support others in the use of IT equipment</p>	<p>Not essential, as support will be given</p>	<p>2</p>
<p><u>FINANCIAL RESPONSIBILITY</u> N/A</p>			

PERSON SPECIFICATION

POST: TECHNICIAN (IT) – GRADE 6

SKILLS/ ABILITY/ EXPERIENCE	TO DO WHAT?	HOW WELL? NOW OR WITH TRAINING?	HOW IMPORTANT AT THE TIME OF APPOINTMENT?
<u>RESPONSIBILITY FOR PHYSICAL RESOURCES</u>	Contributory responsibility for routine maintenance and care of IT equipment	Now	5
<u>PERSONAL QUALITIES</u>	<p>Able to communicate clearly, concisely and appropriately</p> <p>A commitment to providing excellent customer service with particular attention to task delivery, accuracy, detail and completion</p> <p>Community focused with a willingness to take part in whole school events</p> <p>Resilient with the ability to adapt to changing situations</p> <p>Positive and enthusiastic with a ‘can do’ attitude</p> <p>Approachable, open and honest</p> <p>A sense of humour particularly when facing difficult and challenging situations</p> <p>A dedicated team player, conscientious and hard working</p>	Now	5