



IT Technician

Required as soon as possible

Closing Date: 12 noon on Monday 26th June 2017

Proposed interview date 6th July 2017

Completed application form to be emailed to:
recruitment@carrhill.lancs.sch.uk

(Please ensure you quote the vacancy applied for in the subject line)

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ABOUT THE SCHOOL

Carr Hill High School & Sixth Form Centre is a popular and expanding mixed comprehensive school for 11 to 18 year olds with approximately 1,200 students on roll. We have been serving the community of Kirkham and the surrounding area since 1957. Carr Hill is one of the few schools in Lancashire with a Sixth Form, which continues to flourish and expand. Our exam results at GCSE and A Level consistently place us in the top 25% of all schools in England and Wales, and continue to improve. We benefit from a committed Governing Body, a dedicated team of staff and supportive parents.

Our school ethos is based on 2 principles.

'In Pursuit of Excellence'

We expect the very best of our students and staff. We aim to provide our students with an excellent education that gives them the best possible start in life. We constantly evaluate the quality of what we do and improve it.

'Proud to Belong'

We promote a strong sense of community among our students based on politeness, good behaviour and the expectation of making a positive contribution. Central to this is our very successful vertical College system where students from all years mix in mentor groups encouraging friendships and peer mentoring across the school. Our Behaviour for Learning ethos promotes and rewards positive behaviour, and we give our students very clear messages about the difference between right and wrong. As a result they are 'Proud to Belong' to their College and our school.

Our Mission Statement:

We are proud to belong to the Carr Hill community where we pursue excellence through commitment, aspiration, resilience and respect.

Our Priorities

Improve the Quality of Leadership and Management by:

- Improving Leadership development opportunities for all leaders
- Personalising learning for all staff in support of school & personal development
- Strengthening procedures for self-evaluation and quality assurance

Improve Rates of Progression and Attainment at all Key Stages by:

- Improving the quality of learning and teaching
- Reducing variation in results within school, between subjects and students
- Enhancing the effective use of data to underpin all areas of school activity
- Improving recruitment and retention Post 16 and from Year 6 to 7
- Personalising learning for all students

Promote the wellbeing of staff and students by:

- Raising the profile of "wellbeing" as a school aim for everyone
- Improving school facilities
- Improving accessibility to the learning environment
- Improving the safety of the learning environment

ABOUT IT SERVICES

IT Services are committed to providing the school with excellent technical support to students and staff, and to provide the services and infrastructure required to facilitate the Learning and Teaching of all students.

In the IT Services team we maintain a network of around 600 desktop computers and laptops, printing services, projectors, interactive whiteboards, network infrastructure including a site wide wireless network, and virtual server infrastructure running 20+ windows server VM's (Windows Server 2008 – 2012R2).

We have also introduced a one-to-one device scheme for students in Years 7 – 11, with the chosen device being Google Chromebooks used primarily with Office 365. 4 year groups (800 students) currently have a device with this September's intake making up the 5th year group to participate in the scheme.

We use an internal helpdesk system to track and manage support requests, but also deal with support requests via phone and in person. Our aim is to be pro-active and approachable, to achieve prompt response times and the best resolution possible to ensure the issue is fully resolved. IT Services are a small, tightly-knit team, teamwork and cooperation is expected as well as maintaining a professional attitude and approach at all times.

IT Services write a network strategy and development plan each year in order to advise on the equipment and areas that need to be considered for investment, upgrades and replacement in order to keep the schools technology current. The school has invested heavily to deliver outstanding IT services to all users in the school. Some areas include the rolling replacement of computers and projectors throughout the school, the rollout of Windows 7 and Microsoft Office 2013 to standardise software, a leased printer solution where users release their printing at a number of MFD printers located around the school, the migration of Internet provision from the local authority to Virtue Technologies, and most recently the replacement of a physical server infrastructure to a virtual server infrastructure.

Context of the Role

IT Technician / 37 hours a week / Grade 5 SCP 17-21 / Term Time plus 4 weeks (£16,534 - £18,735)

The post requires an excellent organiser to assist the Network Manager and Senior IT Technician with the management of the schools IT Service, and who has a strong understanding of networks and the ability to maintain them. The post would suit an enthusiastic and hard working person with previous experience of working within an IT support environment. Some of the following areas of experience are desirable:

- IP switching and routing
- VMware
- Active Directory
- Microsoft Windows desktop and server OS
- Office 365 administration
- MIS systems including SIMS
- Chromebooks
- Creating/maintaining documentation

For more information and an informal discussion please feel free to contact our Network Manager, Mr L Timoroksa – 01772 682008 / ltimoroksa@carrhill.lancs.sch.uk.

Lancashire County Council

Job description for the post of: IT Technician								
Directorate: Children and Young People		Location:	Carr Hill High School & Sixth Form Centre					
Establishment or team: IT Services				Post number:				
Grade: 5 SCP 17-21	Line manager: Network Manager			Car user:	N/A			
Staff responsibility: No		Number of staff directly supervised: 0		Which business plan covers this post? School Development Plan				
<p>The purpose of this job is: To assist in management of the schools IT service; maintaining and developing the school's IT resource for safe, effective use by students and staff, implementing procedures and providing technical support. Assist the Network Manager and Senior IT Technician to ensure smooth running of the network.</p>								
<p>Core tasks</p> <p>Installation and maintenance</p> <ul style="list-style-type: none">Maintain, upgrade and repair a wide range of PCs and peripherals; installation and deployment of software.Perform diagnosis procedures on PCs, peripherals and software.Advise on compatibility of hardware, software and operating systems, according to schools ICT plan.Install and maintain network cabling; perform diagnostic and recovery routines on network equipment; configure network infrastructure with appropriate server information and software.Perform tasks to maintain user accounts and permissions, including disk space and printer quota policies.Administer email and user groups and accounts within the schoolAssist with installing and maintaining the schools server infrastructure, VMware environment and Windows servers; maintain hardware and software on the server; set disk space and printer quotas; create network share and manage access rights; monitor system logs.Support in the management of network components including switches and wireless access points: install additional servers and upgrade the network operating system; set up disk caches and firewalls; monitor and maintain the school's on-site internet filtering system(s).Assist with the schools one-to-one Chromebook project, including technical support, rollout and purchasing advice.Follow relevant H&S procedures and raise awareness among staff, pupils and other users.								

Support

- Follow simple processes to manage configuration and change within the school; carryout implementation of a structured approach to rolling out new hardware and software.
- Assess risks and develop recovery procedures for key IT systems; identify failing systems and suggest solutions.
- Assist with the maintenance schedule; manage efficient implementation of backup, virus protection and security procedures, including data protection policies.
- Maintain documentation for the schools network, IT system and procedures.
- Respond to support requests according to school procedures, recording detailed diagnostic information; ensure steps are taken to find a permanent solution if not immediately possible. Liaise with senior staff for more complex requests.
- Interpret detailed diagnostic information; monitor and manage server logs and use them to inform developments and support procedures; produce reports from support logs to provide basic management information on the volume and nature of requests.
- Support the ongoing development of the network strategy & development plan.
- Liaise with the IT Services Team and keep them informed of any outstanding issues.

General

- Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities; regularly access key ICT education web sites and keep abreast of changes and developments.
- To fully participate in the School's appraisal scheme where appropriate.
- The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Prepared by:	Business Manager	Date:	May 2017
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This is a permanent post, which is 37 hours per week. The successful candidate will be employed to work school term time plus four weeks. In line with the statement of particulars of employment, the actual working times are determined by your Headteacher/Manager. The hours will be worked over 5 days, Monday to Friday. The actual working times may be varied according to the needs of the service in consultation with you.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

Safeguarding Commitment

This school is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION FORM

JOB TITLE	IT Technician	GRADE	5
GROUP/SECTION	Carr Hill High School & Sixth Form Centre	POST NUMBER	
Requirements (on the basis of the job description)		Essential (E) Or Desirable (D)	To be identified by: Application Form (AF), Interview (I), Test (T), Other (specify)
Qualifications			
1. 2 GCSEs or equivalent (Incl. English & Mathematics)	E		AF, I
2. Relevant professional qualification / experience in ICT	D		AF, I
Experience			
1. Experience of common user applications i.e. MS office applications	E		AF, I
2. Experience of SIMS.net	D		AF, I
3. Experience of supporting servers, networks and users	E		AF, I, T
4. Experience of VMware, Windows Server, Active Directory, and Office 365	D		AF, I, T
5. Experience of managing Chromebooks	D		AF, I
6. IT experience in an educational environment	D		AF, I
Knowledge/skills/abilities			
1. Knowledge of networks, servers and associated operating systems	E		AF, I, T
2. Ability to manage records	E		AF, I
3. Ability to work using own initiative	E		AF, I
4. Ability to work accurately to deadlines and under pressure	E		AF, I
5. Excellent communication skills	E		AF, I
6. Knowledge of health and safety in an ICT setting	D		AF, I
Other (include special requirements)			
1. Commitment to Equality and Diversity in the workplace	E		I
2. Commitment to vision and values of Carr Hill High School	E		I
3. Commitment to the Safeguarding of children and young people	E		I

PREPARED BY: Business Manager

DATE: May 2017

NOTE: References will be considered prior to any offer of appointment being made.

HOW TO APPLY

All applications should be on the Lancashire County Council application form and can be obtained from the school website www.carrhillschool.com.

Applications should be marked for the attention of Mrs J Childs, Business Manager and emailed to recruitment@carrhill.lancs.sch.uk by 12 noon on Monday 26th June 2017. Please ensure you quote the vacancy applied for in the subject line. Applications sent to other email addresses will not be accepted.

Due to limited resources it is not our policy to write to the unsuccessful candidates so please assume your application has been unsuccessful if you do not hear from us within two weeks of the closing date. Thank you for your interest.