



DOWNLANDS SCHOOL – IT Technician

Job Title:	IT Technician
Main purpose of role:	To maintain and support IT hardware and software across the school and advise others in their use
Salary:	Grade 4 £19,312 rising to £19,698
Hours:	37 hours per week all year round with annual leave entitlement. 8.00 - 4.00 with half an hour unpaid lunch break
Reporting to:	Systems Manager
Location:	Downlands Community School
Start date:	7th June 2021

ACCOUNTABILITIES AND TASKS:

Accountability	Task
Networks [To include PCs, Laptops, iPads Mac, & student owned devices]	<ul style="list-style-type: none">• Manage computer resources around the school.<ul style="list-style-type: none">- Install new computer equipment as appropriate.- Ensure that hardware (& network cabling) is maintained and repaired as necessary.- Ensure that internet connectivity is maintained.- Provide support for the user.- Maintain an inventory of equipment.- Make sure security of equipment and data is maintained.- Maintain all peripheral devices.• Ensure the continued operation of the school networks, assisting pupils and staff to access network resources• Maintain passwords for access to the network, WiFi & mobile devices.• Report misuse of the network.
Software	<ul style="list-style-type: none">• Assist in installing software.• Troubleshooting problems that arise with staff or students.• Support staff and pupils in a classroom environment with IT applications.• Have a working knowledge of Microsoft Office & Microsoft 365, Wordpress, Edulink to support staff and pupils using them.
Projectors	<ul style="list-style-type: none">• Maintain projectors and clean filters on a 3 weekly basis.• Troubleshoot problems with interactive white boards & screens.
Printers	<ul style="list-style-type: none">• Assist in installing printers and ink as appropriate.• Maintain the various printers around the school.• Troubleshooting problems that arise.• Assist in keeping the ink stock up to date.• Recycling of old cartridges.

<p>General Maintenance</p>	<ul style="list-style-type: none"> • Keep the IT Tech Office a safe environment to work in. • Maintain inventory for ICT equipment • Proactive maintenance, regular checks of the IT classrooms, laptops and iPads to keep them functional • Responding to operational difficulties • Remove and update old computer systems, recycling parts when practical. Rebuild workstations and install associated cabling
<p>Other</p>	<ul style="list-style-type: none"> • Other related tasks as reasonably requested by the System Manager or the Headteacher • These tasks may change in the future to meet the school's needs • Commitment to Continual Professional Development to keep abreast of latest innovations and consequential training needs.

This role specification contains an outline of the jobholder's principal accountabilities and is not intended to be exhaustive. It will be reviewed with the jobholder annually in Performance Review as necessary, in consultation with the Governing Body.

PERSON SPECIFICATION – IT Technician

Qualifications and Experience	Skills and Abilities	Personal Qualities
<ul style="list-style-type: none"> ➤ Good numeracy and literacy ➤ Experienced in a range of software applications ➤ Knowledge of a range of ICT hardware ➤ Experience of assimilating technical and other information <p>Desirable:</p> <ul style="list-style-type: none"> ➤ Relevant experience working in a similar post. ➤ Experience of maintaining, repairing hardware and working with a managed wireless network ➤ Experience of, Windows 10, Linux, Microsoft Office, Microsoft 365, Apple software, iPads, Wordpress support, Edulink 	<ul style="list-style-type: none"> ➤ Good problem-solving skills ➤ Good organisational skills. ➤ High quality interpersonal and communication skills with both adults and children ➤ Ability to self-evaluate and actively seek opportunity for improvement ➤ The ability to organise own time and resources effectively and work under pressure ➤ The ability to demonstrate initiative, to “see what needs to be done and to do it” ➤ Ability to work constructively as part of a team or as an individual. 	<ul style="list-style-type: none"> ➤ Enjoyment of working with a wide variety of other people ➤ Enjoy working under pressure and deal sympathetically and constructively with colleagues who are also working under pressure ➤ Flexibility and adaptability ➤ Comply with the Safeguarding Children requirements of the post, including successful completion of Criminal Record Bureau and other relevant background checks

Further Details:

Downlands Community School is an oversubscribed 11-16, mixed, comprehensive school with an enviable reputation for success with pupils of all abilities and from all social backgrounds. The School has one floor of a relatively new teaching block dedicated to IT and computing. This houses three rooms with class sets of PCs which is in addition to three further rooms which also have sufficient computers for full classes. Teachers also make good use of a number of bookable, mobile class sets of laptops and iPads.

We are looking for an ICT Technician who has the skills and attributes to support our extensive IT facilities. The position is to work 37 hours per week all year round. Our IT Team supports a network of around 350 workstations, 220 mobile devices and over 1300 users. The successful applicant will be joining our team of technicians under the direction of our Systems Manager and will be responsible for providing daily support for all aspects of ICT within the school.

Experience of, Windows 10, Linux, Microsoft Office, Microsoft 365, Wordpress support, Edulink, maintaining, repairing hardware and working with a managed wireless network is desirable. Previous experience of Sims.Net would also be an advantage. You will need to be flexible in adapting to the needs of a changing working environment with excellent communication skills and the ability to work under pressure. Training will be provided as needed

Full information about the School is available from the Downlands Website.

The post will be offered subject to satisfactory references, Disclosure and Barring Service (CRB) and health checks.

A copy of the staff dress code can be found on the School website in the "Current Vacancies" section.

Applications:

If you would like to make a difference, we welcome your application. Applications should be made on a West Sussex application form for support staff which can be downloaded from the School website. Applications can be emailed to: mhill@downlands.org

Applicants who are short listed for interview should be aware that references will be taken up before interview unless it has been indicated on the application that you do not want us to contact your referees without letting you know first.

Please note that, because of the nature of this job, if you are successful in your application, you will be subject to a criminal record check from the Disclosure and Barring Service. This will be done by means of applying for an "Enhanced Disclosure". Disclosures include details of cautions, reprimands or final warnings as well as convictions, spent or unspent.

The job will be offered subject to satisfactory references, criminal record and health checks

Start date: 7th June 2021

The **closing date for applications is midday on Thursday 29th April 2021** though we reserve the right to bring this date forward if there are sufficient applications. Interview dates to be confirmed. Applicants who have not heard from us by Tuesday 4th May should assume they have not been successful on this occasion

All communication will be by email or telephone. Questions about the post and the application, selection and appointment process should be directed to our HR Officer, Mark Hill. Email: mhill@downlands.org or direct line 01273 847734