



Elstree School

Woolhampton, Reading, Berkshire
RG7 5TD

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Candidate brief for the position of
ICT Technician



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Thank you for your interest in our ICT Technician role at Elstree Preparatory School. We hope the following information is useful for you:

Set in 150 acres of stunning parkland in rural West Berkshire, Elstree welcomes boys and girls aged 3-13 years. Originally founded in 1848, Elstree moved to its current location in 1939 and opened its Pre-Prep in 1993. It offers full, weekly and flexi boarding from Year 4 onwards.

We are a close community and pride ourselves on the very special, warm environment, influenced largely by the family principles of Elstree School. We understand each parent's desire for their child to feel happy and secure. We consider our role in the children's development and happiness to be a very privileged one. Our committed, energetic and enthusiastic staff look forward to working in partnership with parents throughout their child's time at Elstree. All children are valued as individuals and are encouraged to explore and develop their talents to the full.



School Life

Whilst the emphasis on the academic side is vital, every child is encouraged to have a go at a very broad range of activities and all of their achievements are celebrated, whatever the field. Our teachers ensure that each child is given the opportunity to shine in many areas of school life and so develop a sense of accomplishment and personal worth.

Boarding

We firmly believe in the benefits of the boarding experience. It enables pupils to learn to live as part of a community; to build up their self-confidence, independence and organisation skills; to pursue a wealth of activities and interests and to build up strong friendships. There is a wide range of Boarders' Clubs to get involved in – from torchlight games to cookery, scalectrix and board games to judo and touch rugby and many more.





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Academic

Our whole school Curriculum Policy offers a wide choice of experiences, skills and subjects from the Early Years Foundation Stage (EYFS), through Key Stages 1 & 2, to Common Entrance and Scholarship level. We aim to realise the highest academic expectations for all pupils within a framework of proven learning techniques and innovative and exciting teaching methods.



Performing & Creative Arts

Alongside the pursuit of academic excellence, rooted in the School's ethos is the importance of giving children a proper childhood; participating in group and individual activities that develop their own characters and relationships with others. Art, Music, Drama and DT are therefore vital subjects in the education of children and it is important they receive equal standing with all other parts of the curriculum.



Sports

Elstree offers a broad and extensive range of sports in the weekly games programme and gives every child the opportunity to unlock and maximise their potential. It is fully inclusive and aims to challenge, develop and improve their knowledge and skills at the appropriate level. We are fortunate to have highly experienced and dedicated staff who coach both junior (Year 3 and 4) games and senior (Year 5-8) games every day.





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ICT Technician – Job Description

Appointed by and reporting to: Bursar/Head of Digital Learning

Technical Support

- Providing first and second line support, troubleshooting support tickets which have been logged on the helpdesk, and ensuring all incidents and requests are logged appropriately on the IT ticketing system
- Work closely with the Head of Digital Learning to ensure IT issues are resolved in a timely manner and escalate IT tickets to Connect Systems (3rd party support team) where appropriate, ensuring that tickets and requests are resolved within the target resolution time and are documented within the ticketing system
- Resolve tickets and requests that have been assigned to you as appropriate
- Monitor progress of all tickets and requests and respond promptly to staff requests for updates or resolution as appropriate, maintaining regular communications with the appropriate staff until ticket resolution
- Have a 'Can Do' attitude towards work and escalate any tickets as necessary and work with the school's 3rd party support team (Connect Systems), and other stakeholders if appropriate to ensure resolution and ensure end users feel welcome and receive a high level of customer service whilst being assisted with their IT issue
- Proactively walking the school sites to check IT equipment and log any faults or damage in the service-desk
- Set up and decommission IT resources following Elstree school's procedures
- Identify, resolve and/or document workarounds for IT problems
- Provide support for school functions, including setting up of PA systems and ensuring Guests can connect to the school Wifi easily

Systems, hardware, software and maintenance

- Assist with the deployment, management and support of PCs, Laptops, Printers and other endpoints and devices such as printers and IWBs
- Carrying out maintenance on hardware and replace IT peripherals when required
- Maintain computer peripheral equipment such as scanners, printers, whiteboards, projectors, touchscreen TVs and ensure that this hardware is tested and prepared for use when required
- Follow manufacturers' instructions to support the use of hardware, such as installing drivers, undertake basic IT hardware repairs and upgrades.
- Install and maintain standard network cabling, perform basic diagnostic and recovery routines on network equipment
- Be familiar with and provide support for Elstree's CCTV & telephone system and other systems used by the school
- Assist with the upkeep on Elstree's web filter, including blocking and allowing sites as appropriate
- Take an active role in the on-going support of Elstree's Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education
- Set up and maintain user and e-mail accounts, ensuring that new staff and pupils receive credentials in a timely fashion
- Using monitoring tools in place, monitor user activity on the network and report any issues to the Head of Digital Learning and other appropriate staff. E.g. DSL
- Diagnose and resolve software faults.



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- Actively maintain and monitor the anti-virus/anti-malware provision and overall security of the IT systems daily to ensure the integrity of data, systems, and resources
- Manage the recycling of waste print toner and obsolete electronics

Service Delivery

- Identifying IT service improvements and providing feedback on areas for improvement
- Supporting the successful delivery of new projects or developments
- Assist with the installation of new software and help ensure licensing is in compliance
- Assist with the maintenance of inventories for IT hardware and software
- Assist with maintaining network documentation
- Updating the asset management system with direction and approval from the Head of Digital Learning
- Test and prove the efficacy of the backup procedures on a scheduled basis
- Assist with obtaining prices for proposed new equipment

Training and Support

- Assist with training sessions for all staff on systems they use. This includes Interactive whiteboards/screens, Office 365, CCTV, telephone system and any other IT used by Elstree
- Create and update user guides for hardware and software
- Support, assist and train as required all staff, pupils, governors, and visitors

General

- Support the Data Protection Lead with any IT related data protection issues
- Be alert to any emerging technology risks and escalate to the Head of Digital Learning.

Wider School Community and Commitments:

- Play a full part in the life of the school community, supporting the ethos of the school, and encouraging staff, parents and pupils to do likewise.
- To keep informed of current relevant developments through documents, meetings and in-service courses.
- Organise and take part in school events, Open Days, outings and activities which may take place at weekends or in the evening.
- Play as full a part as possible in the corporate life of the school, such as undertaking a contribution to the extra-curricular life of the school (as reasonably required by the Head/Bursar).

Person Specification

We are looking for someone who has:

- A commitment to the paramount importance of safeguarding and wellbeing of pupils
- A minimum of five GCSE's grade C and above which includes Maths, English and ideally ICT or Computer Science
- Completed a Level 3 apprenticeship program in an IT related topic i.e. Level 3 Service Management or Level 3 Infrastructure Technician
- Excellent IT skills across the MS Office Suite
- Excellent written and spoken English
- Logical and analytical thinking skills that aid troubleshooting and problem solving



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- The ability to identify and complete work independently, including taking responsibility
- Ability to use own initiative and demonstrate energy, commitment and enthusiasm
- The ability to communicate politely and in a timely manner at all times
- Excellent organisational skills
- The ability to be flexible and adaptable in a fast paced environment
- The ability to be proactive and ask for support as required
- To regularly challenge and improve skills and knowledge in a structure manner
- The ability to work on their own initiative
- A smart appearance, professional and polite demeanour
- A willingness to assist and deal confidently with colleagues
- Awareness of the importance of data security and confidentiality

Hours of work

Hours of work are Monday to Friday, 8.00 – 5.00pm all year round with an hour for lunch. In addition, you may be required to work additional evenings and weekends of which appropriate time off in lieu will be given.

Holiday

You will receive 20 days' annual leave (pro-rated in your first year, depending on when you join us) plus Bank Holidays. You will be required to work three days before the start of a new term in order to attend INSET days and fulfil any duties at the end of term as discussed with the Bursar/Head of Digital Learning.

Probationary period: 6 Months

Salary

£22,000 - £25,000, depending on experience, to be discussed at interview.

Other

The above is only an outline of the tasks and responsibilities of the role. The post holder will carry out any other duties as may be reasonably required by their line manager.

The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the department and School.

This job description and accompanying documentation do not form part of the employment contract.

Terms and Conditions of Service

The post holder will be required to comply with all policies and procedures issued by and on behalf of the School.

The post holder will be required to participate in the School appraisal procedures as an appraisee and if applicable, as an appraiser.

The post holder will be required to attend statutory and mandatory training.

Child Protection and Safeguarding

It is the post holder's responsibility for promoting and safeguarding the welfare of children. You will comply with Elstree's Child Protection and Safeguarding Policy and the requirement to report to the Designated Safeguarding Lead any concerns relating to the safety or welfare of children. This post is classed as being in regulated activity.



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Information Security, Confidentiality and Data Protection

During the course of employment, the post holder may have access to, see or hear information of a confidential nature and he/she will be required not to disclose such information. All personal identification information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with the Data Protection Act 1998, unless explicit written consent has been given by the person identified.

Equal Opportunities

The post holder must comply with and promote Equal Opportunities and avoid any behaviour which discriminates against others on the grounds of sex, disability, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership.

Health and Safety

Under the Health & Safety at Work Act 1974, it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their own acts at work. This includes co-operating with the School and colleagues in complying with Health and Safety obligations to maintain a safe environment.

How to Apply

If you are interested in applying for this post, please contact Rachel Pither and she will send you all the required forms for the application. Please ensure these are returned to the School by Midday on Friday 19th August. You may wish to submit your curriculum vitae but this will not be accepted in place of a completed application form. Your application may be submitted by email to rpither@elstreeschool.org.uk or by post to the following address:-

Rachel Pither, Elstree School, Woolhampton, Reading, RG7 5TD

Short-listed candidates will be asked to attend an interview at the School. If you have any questions, please do not hesitate to contact us.

The School is committed to safeguarding and promoting the welfare of children and young people. Applicants must undergo child protection screening, including checks with past employers and Disclosure and Barring Service. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.