Sutton Coldfield Grammar School for Girls

Application Pack for IT Technician

Start date: **As soon as possible**
Closing date for applications: **9.30 am on Monday 16th March 2020**
Interviews to be held: **Thursday 19th March 2020**

This post is a permanent, whole year role.
37.5 hours per week (8am - 4pm) Monday to Friday

Annual Salary Range: £18,560 - £20,491
(dependent on skills and experience)
Dear colleague,

Thank you for your interest in this post. At Sutton Girls, our focus is on providing high quality teaching and learning, personal development and wellbeing within a supportive, aspirational environment. We are looking for a hardworking, motivated and conscientious team player to support our digital technologies team to deliver the optimum technical systems to drive the school forward. A review of digital technologies is underway as we consider how we can develop systems which allow us to enhance teaching and learning, and improve our digital communications.

There is strong pastoral support and a wide variety of extra-curricular curricular opportunities which allows students to develop their existing skills, discover new ones and broaden their horizons. There are numerous opportunities including sport, music, drama, DofE, STEM and various student led clubs and activities. There are many residential trips, including CERN and World Challenge visits to Africa, China and Costa Rica. We also re-launched ski trips last year; our most recent trip to the USA took place during February half term.

Our students are drawn from across the city of Birmingham, with many travelling long distances to be a part of Sutton Girls. There are over 1100 students in the school, including 240 students in our Sixth Form. We continue to be oversubscribed at Year 7 and many students choose to join the school in Year 12. We are fortunate to have great facilities which are well-maintained; these include recently refurbished science laboratories, new classroom block and multi-purpose social space, sports hall and library.

These are exciting times for the school; we have fantastic results (August 2019: 74% of GCSE grades were 7-9 and 51% were grades 8/9, at A-level 77% of grades were A*/B and 47% A*/A) and we continue to reflect on ways we can improve. We are putting growth mindset strategies into our day to day activities and looking for ways to maintain and develop staff and student wellbeing.

This link (https://www.suttcold.bham.sch.uk/newsletters) is to our most recent newsletter which will give you more of a flavour of what is going on within school. Having joined the school in September 2017, I can testify to the fantastic support offered to new staff both in terms of the formal induction programme and the daily informal help readily offered by colleagues.

Thank you for taking the time to consider Sutton Coldfield Grammar School for Girls, we look forward to receiving your application.

Yours sincerely,

Dr B. Minards
Headteacher
Job Description

Sutton Coldfield Grammar School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

Responsible to: Digital Technologies Systems Manager

Job Purpose:
To assist in the day-to-day running and support of Sutton Coldfield Grammar School for Girls' IT systems and network, support IT issues by ensuring issues are addressed, documented and resolved in a timely and professional manner with the use of the IT helpdesk.

Main Duties and Responsibilities

Network duties to support the Digital Systems Manager:
• Create /delete IT systems users as appropriate.
• Carry out regular software maintenance to ensure that electronic storage is used effectively.
• Implement the school's network and internet security policies.
• Ensure that internet connectivity is maintained and appropriately audited.
• Implement a daily backup of all data and ensure the security of the backup media.
• Implement disaster recovery procedures regarding the network.
• Install and test software upgrades.
• Respond to the needs of curriculum network users, addressing their problems as a high priority.
• Ensure virus checking software is regularly updated and implemented.
• Proactively monitor the use and performance of IT systems and the perception of users by regular visits, observations and discussions.

Resources
• Install new computer equipment.
• Maintain and repair hardware, including network cabling, as necessary.
• Maintain an up to date inventory of equipment.
• Assist the Digital Technology Systems Manager in the appropriate deployment of hardware around the school.
• Provide relevant information so that the Digital Technology Systems Manager can make ‘best value’ purchase of software and hardware.
• Carry out security marking of all hardware and advise the Digital Technology Systems Manager on the security of equipment and data.
• Liaise with appropriate external agencies regarding products and the resolution of technical problems.
• Seek prompt support and advice from external sources when necessary.
• Maintain a weekly log of tasks undertaken and those yet to be completed.
• Ensure that the good practice guidelines for room booking are followed.

Software
• Install and configure software applications and upgrades.
• Install, configure and thoroughly test new operating software, software applications and upgrades, when requested.
• Maintain an up to date inventory of software available for use in the school.
• Provide software support for staff and students.
• Make back-up files and archive materials where appropriate.
• Ensure that licenses, copyright and data protection laws are upheld.
Job Description

Support
• Provide support for staff and students with their use of the IT equipment both inside and outside the classroom; booking laptops and video conferencing, for example.
• Support and supervise students to enable open access to the IT facilities during lunchtime, on request from teaching staff.
• Assist staff with the provision of IT facilities for school events.
• Resolve maintenance problems raised by staff efficiently.

Development
• Keep up to date with current developments in the IT field and their possible impact and benefit to the school.
• Undertake any training which may be necessary to discharge these duties.
• Be aware of the IT development plan and contribute as appropriate to its development and implementation.

Health and Safety
• Ensure hardware is safe to use.
• Carry out a visual check on hardware, plugs, cables and cable runs and report all issues to the Digital Technology Systems Manager.
• Ensure hardware and software are secure and appropriately located.

General
• Promote the agreed vision and aims of the school and set an example of personal integrity and professionalism.
• As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.
• This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the Headteacher/Manager in consultation with the post holder. In these circumstances, it will be the aim to reach agreement on reasonable changes, but if agreement is not possible, management reserves the right to make changes to the job description following consultation.
## Person Specification

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<tr>
<th>Knowledge &amp; experience</th>
<th>Skills</th>
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| • A familiarity with PC hardware, Windows 10, Microsoft Office and Office 365, TCP/IP Networking  
  • Experience of installing and upgrading a range of IT and AV hardware and software (including workstations, mobile devices, printers, peripherals, projectors etc).  
  • Knowledge of PC architecture, repair, builds and commissioning.  
  • Understanding of the routine activities that are required to maintain workstations and mobile devices in a good operational state.  
  • Ability to carry out routine maintenance on workstations and mobile devices  
  • Experience of creating and testing Windows based system builds and images.  
  • Ability to provide user support on a variety of levels, from application use to technical guidance.  
  • Ability to create databases, input and manipulate data and produce reports as required.  
  • Ability to provide effective IT support in a timely manner | • Good interpersonal and communication skills.  
• Evidence of good working relationships with young people and adults.  
• Strong organisational, personal time management and planning skills.  
• Ability to pick up new skills quickly and apply them independently  
• Reliable and trustworthy.  
• Ability to work well in a team.  
• Ability to work in a calm manner at all times.  
• Willingness to undertake relevant training. |
What you can expect as an employee at Sutton Coldfield Grammar School for Girls

Sutton Coldfield Grammar School for Girls is a vibrant school where there are endless opportunities for you to get involved in already well-established activities and where you will be well supported in taking any initiatives of your own.

You can expect:
• The initial support of a mentor;
• Access to an induction programme;
• The support of your line manager;
• Guidance in your career development through appraisal and other opportunities;
• To be kept informed of issues relating to your job;
• To have an annual review of your overall performance.

What Sutton Coldfield Grammar School for Girls expects from its staff

• That you act in accordance with safeguarding and child protection procedures;
• That you observe a smart, business-like code of dress.
• That you follow the school rules and codes of practice; including the staff code of conduct;
• That your public attitude and behaviour gives positive messages to those around you;
• That you provide effective support for your colleagues;
• That, where appropriate, you support students’ learning activities;
• That you promote positive behaviour;
• That you develop and promote positive relationships;
• That you support the development and effectiveness of work teams;
• That you attend any meetings as required;
• That you reflect on and develop your own practice;
• That, where appropriate, you support teaching and learning in a curriculum area.

At Sutton Coldfield Grammar School for Girls we work hard to promote an open and positive environment for teaching and learning. We look forward to your contribution as a member of staff to this rich culture.
How to apply

In order to apply for this post, please complete the Application Form and a letter supporting your application. In your letter you should:

1. State your reasons for applying for this post;
2. Outline the experiences that you believe have prepared you for this post;
3. Describe the skills and strengths that you will bring to the school.

Please note that the application form must be completed in full. It is not sufficient to substitute a C.V. for all or any part of the form.

Completed applications should be emailed to recruitment@suttcold.bham.sch.uk or sent to: Dr Barbara Minards, Headteacher, Sutton Coldfield Grammar School for Girls, Jockey Road, Sutton Coldfield, B73 5PT.


Interviews will be held on Thursday 19th March 2020. Candidates who have not heard from us by then should assume their application has been unsuccessful on this occasion.

References

Please note that it is our practice to take up references before shortlisting for interview. If you would prefer us not to do so unless you are shortlisted, please indicate this clearly in your application. When an applicant is short-listed, any discrepancies or anomalies in the information provided or issues arising from references will be taken up at interview. Your referees should include your most recent employer. References from relatives or friends are not acceptable.

Safeguarding

Sutton Coldfield Grammar School for Girls is committed to safeguarding and promoting the welfare of children and young people. The successful applicant will be required to undergo Enhanced Disclosure clearance from the Disclosure Barring Service.

Candidates for teaching and support staff posts will be assessed at interview for their suitability to work with children. Appointment is conditional upon at least two satisfactory references which include specific comments on working with children and young people. All staff at the school have a responsibility to promote and safeguard the welfare of students at the school. In addition to the ability to perform the duties of the post the interview will also explore issues relating to safeguarding and promoting the welfare of children including:

• motivation to work with children and young people;
• ability to form and maintain appropriate relationships and personal boundaries with children and young people;
• emotional resilience in working with challenging behaviours;
• attitudes to the use of authority and maintaining discipline;
• any relevant issues arising from references;
• any gaps in time not covered by details in the application form.

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

This is a non-smoking site.
Summary of Child Protection Information for Visitors and Volunteers

Sutton Coldfield Grammar School for Girls is committed to the highest standards in protecting and safeguarding the students entrusted to our care. Our school supports all students by:

- Promoting a caring, safe and positive environment within the school
- Encouraging self-esteem and self-assertiveness
- Effectively tackling bullying and harassment

We recognise that some students may be the victims of neglect, physical, sexual or emotional abuse. Staff working with students are well placed to identify such abuse.

In order to protect our students, we aim to:
- Create an atmosphere where all our students can feel secure, valued and listened to.
- Recognise signs and symptoms of abuse.
- Respond quickly, appropriately and effectively to cases of suspected abuse.
- If you have a concern that a student is being harmed, is at risk of harm, or you receive a disclosure (intentionally or unintentionally), you must contact the following staff member as quickly as possible.

**Designated Senior Lead (DSL) and Single Point of Contact (SPOC) for safeguarding and child protection:** Miss Claire Flannery

If this person is not available please contact

**Deputy DSL/SPOC:** Mrs L. Vincent  
Ms S. Harper  
Mrs L. Neal

**Headteacher:** Dr Barbara Minards

Everyone working with our students their parents and carers should be aware that:
- Their role is to listen and note carefully any observations which could indicate abuse.
- They should not attempt to investigate once the initial concern is raised.
- They should involve the Designated Senior Person (DSL) immediately.
- If the DSL is not available the Headteacher or the Deputy DSL should be contacted.
- Disclosures of abuse or harm from students may be made at any time.

**If anything worries you or concerns you, report it straight away.**

*The school’s Safeguarding and Child Protection Policy and procedures will form part of the induction for the successful candidate.*