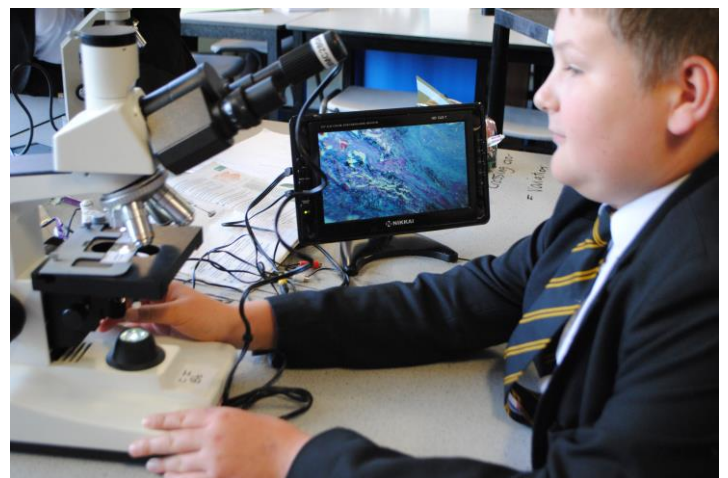
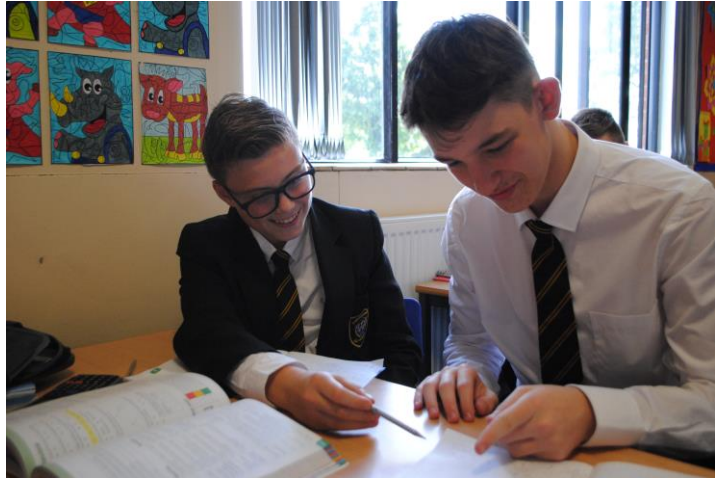




**Boroughbridge**  
High School

# Candidate Information



# Note from the Headteacher

Thank you for your interest in working at Boroughbridge High School. Our belief in 'Aspiration and Support for all' means that our students are at the heart of our decision making. We know that students are successful when they are safe and happy as is demonstrated in our excellent exam results. We are an Ofsted rated 'Good' school.

With almost 500 students, aged 11-18, we serve the community of Boroughbridge and the surrounding area, which gives our school a welcoming, inclusive atmosphere. We feel like a family and, as such, we know our students well making Boroughbridge High School a good place to work and learn. We strive to ensure that all students leave our school, not only with the qualifications they need to access the next stage of their education or career of choice, but with the skills and confidence to make an active contribution to the communities to which they belong.

We understand that this can only be achieved with excellent teaching and effective support through highly committed staff. Therefore, if you were to be successful, you would benefit from working as part of a supportive staff team with opportunities for personalised CPD both within school and beyond. Wider partnerships are important to us and we benefit from being part of the Yorkshire Teaching School Alliance and White Rose Alliance. We also work closely with King James's School with whom we share Sixth Form provision.

I hope that the opportunity that we have is of interest to you. Thank you for considering Boroughbridge High School.

Kathryn Stephenson  
Headteacher



**Boroughbridge**  
High School

## **ICT Apprentice**

**NYCC Grade D, £18,933 per year**

**37 hours per week. Full year. Permanent**

**Start Date: As soon as possible**

**'Earn as you Learn' with Baltic Apprenticeships**  
**Level 3 Infrastructure Technician Apprenticeship**

Boroughbridge High School is offering an exciting opportunity to 'Earn as you Learn' whilst working towards a Level 3 Infrastructure Technician qualification. This role is suitable for candidates with experience of using a range of ICT systems.

Located in the town of Boroughbridge, we are currently looking to hire an enthusiastic, ambitious candidate to work in the heart of our vibrant, modern school as part of our highly supportive ICT Services team.

### **As our ICT Apprentice you will have the benefit of:**

- Becoming an employed member of staff at Boroughbridge High School
- Benefitting from 24 days annual leave per year (plus bank holidays), access to a contributory local government pension scheme and other additional staff benefits.
- Being paid a competitive salary whilst working towards a professional IT qualification.
- Gaining a Level 3 IT qualification within 12-15 months
- Completing 5 Units of learning with Baltic Apprenticeships via a SMART Classroom and producing 3 assessment projects to evidence the skills and knowledge gained.
- Gaining experience whilst learning, giving you an added advantage once you have completed your course.



The school is committed to safeguarding and promoting the welfare for young people and expects all members of staff to share this commitment. An Enhanced DBS check will be required for this post which will be arranged for the successful applicant.

Completed applications must be submitted via email to: [vacancies@boroughbridgehigh.com](mailto:vacancies@boroughbridgehigh.com) and received by: 8.00am, Monday 10<sup>th</sup> May 2021

*Please note that CVs will not be accepted.*

# Information on the IT Services Team

Here at Boroughbridge High School you will be working as part of the larger IT Services Team within the Federation alongside our partner, King James's School. You will work alongside highly skilled team members providing support to over 500 students and staff. The IT Services Team is a key department within the larger Business Services Team.

The successful candidate will be joining a highly motivated, friendly and skilled team offering a key service. Using these skills, we aim to increase capacity and quality while reducing unnecessary spending. This will involve cross-site collaboration on key projects such as print solution deployment and procurement amongst others.

We are looking to create an integrated Federation IT Service team. Within this you will have day-to-day direct line management from the Assistant Business Manager onsite at Boroughbridge High School as well as technical training from the current IT support. Alongside this you will be fully supported by the Network Manager at King James's School, Knaresborough. We aim to pull together the expertise of the wider team which currently includes a Senior Technician, a Web and Graphics designer and another IT Technician.

We use an online Helpdesk facility to manage and distribute workloads and to escalate cases as required in line with established service management frameworks.

Boroughbridge High uses a mixed environment with VMware virtual servers with Windows 10 clients and Microsoft Office 365 installed. For online Distance Learning and collaboration, we make use of Google Apps for Education with integrated Google Classroom. We also support laptops which are supplied to all teachers and provide a BYOD solution to our Sixth Formers. We invest in the latest technology and network solutions and have recently upgraded the backbone of the network to 10 Gigabit fibre.

We are committed to providing a high quality and reliable teaching environment. You will be part of our push to develop our Distance Learning provision to extend this quality out into the home. You will also be a key member in the ongoing development of the IT strategy across the Federation to help build on and improve existing infrastructure.

# How to Apply

Please download an application form and complete.

Please use section 16 "Supporting Evidence" on the application form to demonstrate how you can meet the criteria given in the advert.

Please note CVs will not be accepted. Please do not enclose a covering letter as this will not form part of your application.

We are committed to safeguarding and promoting the welfare of young people and expect all members of staff to share this commitment.

An Enhanced DBS disclosure is required for this post through North Yorkshire County Council. This will be arranged for the successful applicant.

Your completed application form must be submitted via email to [vacancies@boroughbridgehigh.com](mailto:vacancies@boroughbridgehigh.com) and be received by: **8.00am, Monday 10<sup>th</sup> May 2021**

Interviews to be confirmed.

Thank you for your interest in this post. If you have not heard from us by Friday 30<sup>th</sup> April please assume your application has been unsuccessful and, in that event, may we wish you well in your search for a suitable position.



## JOB DESCRIPTION

<b>POST</b>	<b>ICT Technician (Apprentice)</b>		
<b>GRADE</b>	<b>D, scp 4–6 (£18,933 – 19,698)</b>		
<b>CONTRACT TERM</b>	<b>Permanent – Full Year</b>		
<b>HOURS OF WORK</b>	<b>37 Hours per week</b>		
<b>RESPONSIBLE TO</b>	<b>Senior Network Manager</b>		
<b>STAFF MANAGED</b>	<b>None</b>		
<b>Post Ref No:</b>		<b>Job Family</b>	<b>3</b>
<b>JOB PURPOSE:</b>	<p>To contribute to the delivery of an effective ICT on-site support service throughout the school to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines</p> <p>Responsible for maintenance of ICT software, hardware and related equipment and for the resolution of identified technical problems, as well as providing support to staff and pupils to ensure administration and learning outcomes are maximised</p>		
<b>JOB CONTEXT:</b>	<p>Expected to work on-site across the school (s) to solve problems to ensure the continuity of reliable ICT equipment and services. Due to nature of the job, the post holder may be required to lift ICT equipment and work in restricted work areas</p> <p>Enhanced DBS Clearance required</p>		

### **ACCOUNTABILITIES / MAIN RESPONSIBILITIES**

<b>Operational Issues</b>	<ul style="list-style-type: none"> <li>• Contribute to the effective performance and service provision of ICT services within the school to minimise disruption</li> <li>• Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements</li> <li>• Diagnose and resolve basic network, software and hardware faults (including peripherals), and perform basic maintenance repairs and upgrades</li> <li>• Assist with the implementation of routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required</li> <li>• Support with maintenance of the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting</li> <li>• Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria under the guidance of a Senior ICT Technician</li> <li>• Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption</li> <li>• Contribute to the work of the team under supervision, in the delivery of projects and support as required including ICT security and efficient use of resource</li> <li>• Maintain an awareness of ICT developments</li> <li>• Support teaching staff and pupils in technical aspects of ICT under the guidance of a Senior ICT Technician</li> <li>• Assist in the maintenance of the ICT network</li> <li>• Maintain computer files by backing up, archiving and deleting information as appropriate</li> <li>• Restore work that has been deleted from back up</li> <li>• Assist with maintenance of lesson observation equipment and systems</li> <li>• Support basic maintenance of school VLE and Intranet pages</li> </ul>
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<b>Communications</b>	<ul style="list-style-type: none"> <li>• Communicate effectively with all staff, contractors and children, young people, families and carers</li> <li>• Liaise with all areas of the school and outside organisations</li> <li>• Interact with children in ways that support the development of their ability to think and learn.</li> <li>• Communicate with staff and pupils as part of ICT technical support to solve issues and provide ICT related information and assistance</li> <li>• Provide basic ICT training for teachers, associate staff and pupils as required</li> <li>• Give guidance on the use of lesson observation equipment.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Be responsible for installing, testing and maintenance of computer hardware and software</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate</li> </ul>
<b>Systems and Information</b>	<ul style="list-style-type: none"> <li>• Share information appropriately</li> <li>• Attend staff meetings and training days</li> <li>• Maintain a comprehensive database (HelpDesk) of all support requests and allocate jobs as appropriate</li> <li>• Assist in maintaining a database of all ICT equipment</li> <li>• Keep up to date with ICT developments</li> </ul>
<b>Data Protection</b>	<ul style="list-style-type: none"> <li>• Comply with Boroughbridge High School (BHS) and North Yorkshire County Council's (NYCC) policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.</li> <li>• Work with colleagues and others to maintain health, safety and welfare within the working environment.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>• We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.</li> <li>• Within own area of responsibility work in accordance with the aims of the Equality Policy Statement</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• BHS and NYCC provide front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with BHS and NYCC Policies and Procedures.</li> </ul>
<b>Customer Services</b>	<ul style="list-style-type: none"> <li>• BHS and NYCC require a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.</li> <li>• BHS and NYCC require that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.</li> </ul>
<b>Date of Issue</b>	April 2021



## PERSON SPECIFICATION

**JOB TITLE: ICT Technician (Apprentice)**

<b>Essential upon appointment</b>	<b>Desirable on appointment</b> (if not attained, development may be provided for successful candidate)
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Good literacy and numeracy skills</li> <li>• Knowledge of Microsoft Office Applications and other software packages</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of Educational issues</li> <li>• Up to date knowledge of developments within ICT</li> <li>• Up to date technical knowledge of ICT, equipment, hardware and software applications</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of using a range of ICT systems</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of solving a range of ICT related problems</li> <li>• Appropriate experience of working in a school department relevant to subject area</li> </ul>
<p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>• Good time management skills and ability to work under pressure and meet deadlines</li> <li>• Ability to work successfully in a team</li> <li>• Self-motivated to complete required duties.</li> <li>• Confidentiality</li> <li>• Good written and verbal communication skills: able to communicate effectively and clearly with a range of staff, pupils and parents.</li> <li>• Demonstrable ICT skills and ability to use them as part of the learning process, or, the ability to develop the required level of ICT skills in a reasonable time frame</li> <li>• Ability to exercise initiative</li> <li>• Problem solving skills</li> </ul>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Willingness to undertake an NVQ Level 3 or equivalent in a ICT related subject</li> <li>• Level 2 Numeracy and Literacy</li> <li>• Willingness to undertake any further relevant training</li> </ul>	



<b>Essential upon appointment</b>	<b>Desirable on appointment</b> (if not attained, development may be provided for successful candidate)
<b>Other Requirements</b> <ul style="list-style-type: none"><li>• Enhanced DBS clearance</li><li>• To be committed to the school's policy and ethos.</li><li>• To be committed to Continual Professional Development.</li><li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people.</li><li>• Ability to work outside of school hours</li><li>• Able to exercise discretion &amp; judgement</li><li>• Flexibility</li></ul>	