# Boroughbridge
High School

Candidate Information
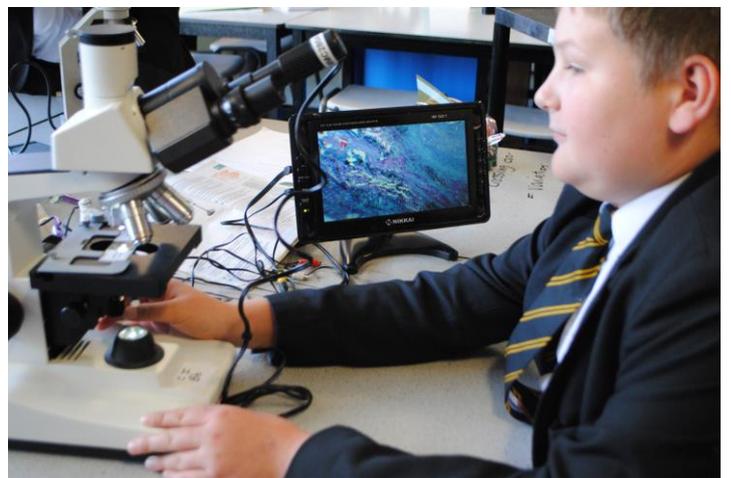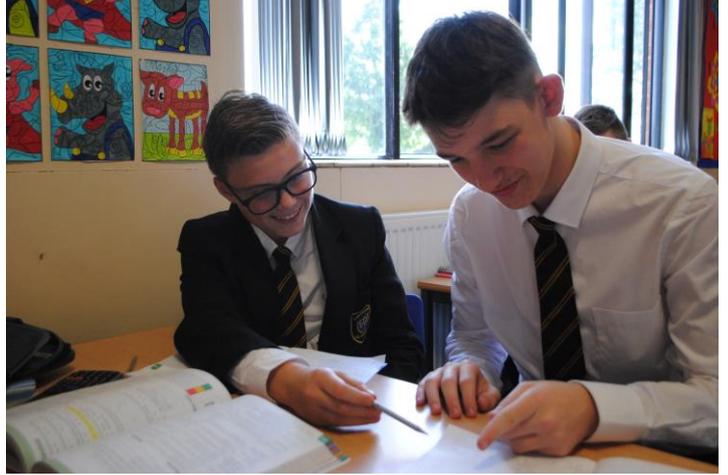
Note from the Headteacher

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

Senior ICT Technician
Immediate Start
Grade G, £22,627 - £24,982 per year
Full-Time. Full year. Permanent

Boroughbridge High School is offering an exciting opportunity to work as a Senior ICT Technician within the heart of our vibrant, modern school.

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.

You will assist in the maintenance of ICT software, hardware and related equipment along with providing support to staff and students. This job will involve liaising with departments across the school to improve workflows.

You will be a dynamic and self-motivated individual with good time management skills and the ability to work under pressure to meet deadlines. Previous experience of all aspects of ICT technical support provision plus management of server related technologies and software are essential.

In return we offer a competitive salary, 24 days annual leave per year (plus bank holidays), access to a contributory local government pension scheme and other additional staff benefits.

The school is committed to safeguarding and promoting the welfare of 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 and received by: **12 noon, Monday 27th September 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 Senior 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 a further 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 and be received by:

12 noon, Monday 27th September 2021

Interviews to be confirmed.

Thank you for your interest in this post. If you have not heard from us by Friday 1st October 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

POST	Senior ICT Technician		
GRADE	G, scp 13–18 (£22,627 – £24,982)		
CONTRACT TERM	Permanent – Full Year		
HOURS OF WORK	37 Hours per week		
RESPONSIBLE TO	Assistant Business Manager/Senior Network Manager		
STAFF MANAGED	None		
Post Ref No:		**Job Family**	**P&TS**
JOB PURPOSE:	To contribute to developing and implementing the school's ICT strategy and services provision. To respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines. To support the Senior Network Manager in ensuring the smooth running of the school education environment. Assist in the 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		
JOB CONTEXT:	Expected to work on-site across the school to work at a strategic level under the supervision of the Senior Network Manager. Enhanced DBS Clearance required		

ACCOUNTABILITIES / MAIN RESPONSIBILITIES

Operational Management	
	• Contribute to the effective performance and service provision of ICT services within the school to minimise disruption • Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements • To diagnose and resolve complex network, software and hardware faults • Implement 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 • Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting • Provide user support to identify and respond promptly to system or process issues that arise within an agreed framework of performance criteria • Implement 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 • To lead on projects as required including ICT security and efficient use of resource • To maintain an up to date knowledge of ICT developments • Support teaching staff and pupils in technical aspects of ICT • Maintain computer files by backing up, archiving and deleting information as appropriate • To undertake development work to enhance existing systems or to assist in the preparation of new solutions • Install, upgrade/maintain and manage wireless network

Communications	• Communicate effectively with all staff, contractors and pupils • Liaise with all areas of the school and outside organisations as appropriate • Communicate with staff and pupils as part of ICT technical support to solve complex issues and provide ICT related advice on service provision • Provide appropriate ICT, when necessary
Resource Management	• Maintain an inventory of software and hardware • Responsible for installing, testing and maintenance of computer hardware and software • Responsible for updates and upgrades to all software
Strategic Management	• Contribute to ICT related policies and strategies for the school • Contribute to the overall security of the ICT network for the school • To provide essential administrative duties across the entire school in the absence of the Senior Network Manager
Safeguarding	• To be committed to safeguarding and promoting the welfare of children, young people and adults, raising concerns as appropriate
Systems and Information	• Share information appropriately • Responsibility for ensuring maintenance of a comprehensive database of all support requests • Create and manage all network user accounts, ensuring correct access rights and audit as required • Ensure data stored on the system is current and that out of date data is archived
Data Protection	• 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
Health & Safety	• 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 • Work with colleagues and others to maintain health, safety and welfare within the working environment
Equalities	• 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. • Within own area of responsibility work in accordance with the aims of the Equality Policy Statement
Flexibility	• 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
Customer Services	• 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 • 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
Date of Issue	July 2020

JOB TITLE: Senior ICT Technician

Essential upon appointment	Desirable on appointment (if not attained, development may be provided for successful candidate)
Knowledge • Up to date theoretical knowledge of ICT, equipment, hardware and software applications • Theoretical knowledge of ICT management techniques and practices • Knowledge of Microsoft Office Applications and other software packages • Up to date knowledge of developments within ICT	• Awareness of Educational issues
Experience • Experience of all aspects of ICT technical support provision • Experience of managing server-related technologies and software • Experience of working in an ICT related environment • Experience in information security	• Experience of managing a school VLE system • Experience of developing ICT related policies • Project management experience • Experience of delivering technical/specialist training
Occupational Skills • Good time management skills and ability to work under pressure and meet deadlines • Good literacy and numeracy skills • Self-motivated to complete required duties • Confidentiality • Excellent written and verbal communication skills: able to communicate effectively and clearly with a range of staff, pupils and parents. • Demonstrable ICT skills and ability to use them as part of the learning process • Ability to exercise initiative • Ability to form and maintain appropriate relationships and personal boundaries with children and young people. • Problem solving and analytical skills • Organisational skills	• Training Skills • Web design and/or graphical design skills
Qualifications • NVQ Level 4 or equivalent in an ICT related subject • Evidence of Continuing Professional Development • Willingness to undertake training relevant to the role	

Essential upon appointment	Desirable on appointment (if not attained, development may be provided for successful candidate)
Other Requirements • To be committed to the school's policy and ethos. • Ability to work outside of school hours •	