Sussex Learning Trust
Warden Park Secondary Academy

Information Pack

IT and Digital Service Technician

About Sussex Learning Trust and Digital Services

The Sussex Learning Trust (SLT) has one overarching aim; namely, to play an integral part in providing the highest possible educational opportunities for children and young people of the area.

Sussex Learning Trust currently consists of 3 schools - Warden Park Secondary Academy, Warden Park Primary Academy and Northlands Wood Primary Academy, with 2400 students and 330 staff. The trust hopes to continue to expand based on our continued high quality work in mid-Sussex.

All of our academies have fully articulated digital strategies and these are led by our central Digital Services team operating from Warden Park Secondary in collaboration with our school leaders and Digital Champions.

Warden Park is an Apple Distinguished school and has an extensive deployment of Google for Education.

The Digital Services department consists of a team of 6 who lead IT infrastructure services, device management, wifi management, and other business systems. We maintain 25 server installations, 500 PCs & laptops, 2000 ipads and 50 Chromebooks across the trust.

What to expect in the role

There is often a pressure to work as fast as possible to deal with problems and achieve immediate results in all situations, either to ensure the minimum loss of teaching and learning time or to enable members of staff to use their device again.

Considerable client contact with both students and staff is required and a good level of communication both verbally and in written form is essential, as is a professional appearance (branded clothing is provided).

You will have responsibility for hardware, software systems and networks.

You will be expected to lift and carry equipment and stretch to access items in awkward places, this may include working at low height (training will be provided).

The Application Process

Closing date

Monday 20th June 17.00

Please take the time to complete the application form (available on www.wardenpark.co.uk) including the personal statement, as this is a key part of your application. Please also feel free to send other supporting information.

Please email your completed application and a covering letter to jobs@wardenpark.co.uk

Interviews 30 June/1 July

The Interview process will consist of two interviews and assessments. The process is expected to take approximately 3 hours. Our approach is to spend quality time with candidates.

The first interview will give you the opportunity to tell us about yourself, and your experience and skills.

The assessments will consist of some key short tasks you would encounter as part of your day to day responsibilities.

The second interview will be more of a traditional question and answer style interview.

If required or requested there may be an introductory/induction half-day.

Job Description/Person Specification/ICT Skills and Qualifications Profile

JOB TITLE:	**ICT Digital Services Technician**
GRADE:	**7**
REPORTS TO:	**Digital Services Technical Manager**
WORKING WITH:	**All Academy Staff and students**
DEPARTMENT:	**Digital Services**

MAIN PURPOSE OF THE JOB:

- To help raise attainment within the Trust, by ensuring hardware resources and the infrastructure are maintained;
- Ensuring that staff, students and stakeholders are supported in using Digital Systems to support learning;
- Contribute directly to the development of skills and resources relating to Digital Learning and ICT in the Academy;
- Support all staff in their functions and roles.

MAIN ACTIVITIES:

- To install, configure and test new ICT equipment and network systems, including hardware, peripherals, and software, and its updates, according to manufacturer instructions and ensure that they operate to maximum potential;
- Digital Equipment & Computer set ups deployment of standard images for PCs, Ipads, Chrombooks and Windows laptops; PoS systems, Interactive Screens and VOIP phone systems
- Ensure the Internet connectivity, hardware and software are available as a teaching tool;
- Maintenance, monitoring and upgrading of end user ICT equipment including the repair of defective equipment to guarantee the availability of the network;
- Maintain the assets database with new and updated hardware and software following Academy policies for audit requirement such as carrying out annual audit checks;
- Setting up of equipment prior to training sessions or assemblies;
- To implement the Academy's Network and ICT Policy including reference to the backup, virus, filtering, and firewall and security procedures;
- To provide a proactive 1st line support for the ICT equipment and software applications installed for the end user including help desk support;
- Participate in Academy activities such as team meetings and appraisal procedures.

PLANNING

- To assist the DS Team to deliver the Digital Development plan and provide support with its implementation where required;
- Support and advise the Academy users in the application and use of ICT with the appropriate software for the machines so that programs chosen are compatible with the system;
- To support the use of ICT in the Academy by providing technical advice to staff from the help desk in DS and help prepare devices when working on specific projects.

RESOURCES

- Checking stock levels of all consumables, hardware and peripherals, thereby facilitating the delivery of the DS programme;
- Work with the DS Technical Manager and others to deliver an action plan linked to required investment / appropriate deployment of hardware to ensure that Digital ICT equipment meets the needs of the students and staff;
- Ensuring minimal disruption to learning and administrative activities.

NETWORK SUPPORT

- Work in this area when required;
- To support the Academy management of Active Directory and group policies in order to maintain staff and student accounts, allocation of software, apps, including adding and deleting accounts due to staff and student movements changes etc.

SYSTEMS AND SERVICES SUPPORT – USING 'EVERY'

- Communicate with the Technical Manager with regard to external agencies and support companies with regards service provision, faulty equipment and updates on new opportunities, trends and equipment, to directly contribute to the continuous development of ICT in the Academy.

SAFEGUARDING

- To ensure that the appropriate level of security is applied to the Network as outlined by the Academy policies such as filtering and virus protection etc;
- To inform the Head of DS if there is a safeguarding threat or risk due to ICT equipment or systems and act upon it accordingly;
- Working with users to promote safe use of Digital ICT equipment ensuring all users know how to report any cyber bullying or activity which causes concern;
- Ensure that copyright and GDPR are upheld.

OTHER REQUIREMENTS OF THE ROLE

- To work flexibly as part of the DS team, assisting with any day to day duties required of the team as the need arises;
- Be aware of and comply with policies and procedures, contributing to the overall values/ethos/work/aims of the Academy;
- Promote commitment to safeguarding the Digital and general welfare of students;
- Present a positive personal image, treating all clients and Academy users with courtesy and consideration, contributing to a welcoming environment which promotes equal opportunities for all;
- Working to establish a supportive relationship with young people and parents, promoting and reinforcing self-esteem;
- Work within guidelines for health & safety, child protection and e-safety, raising awareness among staff, students and other users.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified.

The job description is current at the date below but will be reviewed on an annual basis and, in consultation with the post holder, may be changed to reflect changes in the job requirements/outcomes which are commensurate with the job title and grade.

PERSON AND SKILLS SPECIFICATION

JOB TITLE:	**ICT Technician**
RESPONSIBLE TO:	**Digital Services Manager**
RESPONSIBLE FOR:	**N/A**

EXPERIENCE

Previous experience of working in a similar role is desirable although training will be provided.

GENERAL SKILLS & ABILITIES

Team Player but also capable of working alone and without instruction or guidance.

Work in an organised and methodical manner;

Complete tasks accurately and carefully with an attention to detail;

Communicate with a range of audiences including other staff within the school, trustees, pupils and parents;

Able to work without supervision or to work as part of a team;

Attention to detail, creative, artistic flair;

Good time management and planning skills.

Experience working in an education environment

PERSONAL QUALITIES

Honesty;

Ability to remain calm in a hectic environment;

Flexibility;

Willingness to participate in further training and developmental opportunities offered by the academy to enhance knowledge;

A willingness to embrace the opportunities offered by academy status and to support our partner schools as appropriate;

Ability to demonstrate commitment to Equal Opportunities;

Communicate in an approachable manner to all user levels including students;

Travel within a working day is sometimes needed and may be required at short notice if the business needs it, therefore a full UK driving licence or a method of transport between sites is essential.

TECHNICAL SKILLS SPECIFICATION

- A proven knowledge of MDM systems or at least the previous administration of an MDM.

- An intermediate knowledge of IP phone systems or a good ability to learn.

- Server management and a good proven ability of AD and user management and OU structure.

- Host server and VM knowledge is desirable but not essential as training can be given.

- Wifi network management infrastructure a clear knowledge of how this dynamic network changes and requires constant maintenance.

- A good knowledge of Cabling networks and switching topologies

- Ideally some SQL knowledge or proven history using/managing MIS system (desirable)

- Ability to manage ticket systems across various sites.

- AVSystems knowledge and the ability to set up a stand alone system for presentation quickly if required.

- Experience supporting interactive touch screen displays

- A solid understanding of Network security VPN's and backup systems. Training will be given as our setup across the Trust is bespoke.

- Managing and supporting Windows OS devices

- Supporting cloud based working with MS365,Google or Icloud

- Supporting hardware devices such as laptops,PCs and peripherals