



Abbey Gate College

Job Description & Person Specification	
Role	ICT Technician
Contract	Permanent, full-time, full year (i.e. term time plus school closure periods)
Start Date	Required to start as soon as possible
Salary	Grade AGS 4 Grade Point 20 £30,680

Introduction from the Head:



Our wonderful Senior School and Sixth Form are enviably located in the historic Saighton Grange buildings, with stunning views across beautiful countryside towards the Welsh mountains and the Cheshire sandstone ridge; and our dedicated Infant and Junior School is just down the road in the charming and picturesque village of Aldford.

Our College is a unique, inspiring, and memorable place to learn and grow, where our caring and committed teaching and support staff will do all that they can to help our pupils to be the best that they can be.

We are a safe and friendly school community, where we look out for each other and where we work with each child's individual interests, passions, and strengths; while also encouraging them to try new things, take risks, and be creative.

Our Mission:

We are committed, within our safe and caring community, that each one of our pupils will become the best that they can be and have the self-belief to go forward into this changeable world with courage and with compassion.

Our Aims:

We pursue our whole College mission, guided by three defining and aspirational aims:



SELF

Each pupil cares for their mental and physical wellbeing; learns and achieves to their individual potential; and is content, comfortable and confident to be who they are in our diverse and inclusive College.



SERVICE

Each pupil makes a positive difference to the lives of others in our College, as well as in our local and in wider, global communities.



SUSTAINABILITY

Each pupil contributes towards preserving and protecting the planet we all inherit and share, and has the opportunity to be creative and innovative; to help further humanity's progress in the future.

Thank you for taking the time find out more about us. If you feel that you could bring the right balance of care, commitment, expertise, and enthusiasm to this role, we would welcome your application.

Craig Jenkinson, MA (Oxon), PGCE, MInstLM, MCCT

The Post:

Abbey Gate College is looking to appoint a suitably experienced and qualified ICT Technician to join our dedicated support staff team.

Line managed by our ICT Network & Systems Manager, this post is based at our Senior School site in Saughton. However, the post holder will also provide support for our Infant & Junior School site in Aldford. Both of our sites are beautiful and well maintained, with historic buildings and grounds, which are enjoyed by pupils, staff, and visitors alike.

Job Description:

The post holder, alongside the ICT Network & Systems Manager, has responsibility for maintaining and supporting the day-to-day operation of the College's computer systems and network, working with a wide range of hardware and software products, including servers and operating systems, to ensure the continued efficient operation of the College.

Key Duties Include:

- alongside the ICT Network & Systems Manager, to be accountable, and responsible for, delivering day-to-day IT support to all College users (including pupils and colleagues), and addressing ongoing or reoccurring issues impacting the service;
- to provide proactive IT support to end users, ensuring a high quality, professional IT service is provided to all members of the College community;
- to be responsible for the maintenance and management of an up-to-date assets register, enabling the tracking of all ICT assets;
- to maintain documentation on IT hardware, software and audio-visual equipment, including digital and printed format, ensuring the user guides and knowledgebase articles are available to users;
- to provide support for College events, both internal and external, where IT support is required, including the setting up and testing of equipment;
- to support and maintain all College-owned user technology, including desktops, laptops, printers, software and mobile devices;
- to support the College's internal IP telephony system;
- to order and account for all reprographic consumables (including paper);
- to support staff in the use of the school's Management Information System (iSAMS);
- to provide support during computer-based exam periods; and
- alongside the ICT Network & Systems Manager, to provide support to the Governors, as and when requested.

Support for the College:

In addition to the day-to-day responsibilities of the role, you will also be expected to:

- support the College's commitment to safeguarding children and promoting their welfare in accordance with the College's policies and procedures;
- be aware of, and comply with, policies and procedures relating to health and safety, security, confidentiality, and data protection, reporting all concerns to the appropriate person;
- contribute to the overall work and ethos of the ICT Support Team as required;
- contribute to the overall vision, mission, and aims of Abbey Gate College;
- participate in training, meetings, and performance development activities as required; and
- undertake any other duties as reasonably required.

Person Specification:

The successful candidate will possess the following:

Qualifications:

Essential

- ICT-related A Level or NVQ Level 3; and
- minimum of five GCSEs (including English and Maths) grade A – C / 9 - 4 (or equivalent).

Desirable

- certifications from Microsoft, Cisco, CompTIA, or similar.

Experience:

Essential

- experience of working in a similar ICT support role;
- experience of Windows Server Environment administration (2016/2019);
- experience of using and administering Active Directory;
- experience of Office 365 Administration; and
- experience of virtual servers, specifically Hyper-V.

Desirable

- experience of working within an educational establishment;
- experience of working with audio visual and lighting systems; and
- experience of building desktop computers and repairing laptops.

Skills & Knowledge:

Essential

- sound knowledge of Microsoft Windows operating systems, computer networking, and managed print systems;
- understanding of GDPR;
- detailed knowledge of Windows Server and Active Directory and Group Policy;
- understanding of Wi-fi systems and security; and
- confidence when troubleshooting and diagnosing faults in hardware and software.

Desirable

- understanding of IP CCTV systems;
- familiarity with PaperCut, Azure Active Directory and Office 365; and
- experience with Virtual Learning Environments, preferably Firefly.

Personal Qualities / Skills:

Essential

- ability to work well both as part of a team and independently, using initiative and seeking advice / support, when appropriate;
- highly developed and effective communication skills with colleagues, pupils and other stakeholders alike;
- ability to deal with sensitive information with the utmost discretion and to maintain confidentiality at all times;
- attention to detail, accurate and methodical;
- ability and willingness to adapt to and embrace change;
- willingness to learn new skills and promote new initiatives;
- willingness and adaptability in tackling the variety of tasks arising in a school environment; and
- ability to fix problems efficiently to minimise downtime for teaching and support staff.

Desirable

- ability to convey complex technical information in terms comprehensible to non-technical colleagues and pupils.

Salary:

The salary for this role is £30,680 (Grade AGS 4 Grade Point 20). Please note that salaries are reviewed each September.

This is a permanent, full-time role, working 37.5 hours per week, Monday – Friday, on a full year basis (i.e. term time plus school closure periods). Annual leave entitlement is 25 days per year, plus statutory bank holidays.

The preferred working pattern would be 8.00am – 4.30pm, inclusive of an unpaid one-hour lunch break.

Safeguarding & Child Protection:

Abbey Gate College is committed, as a priority, to safeguarding and promoting the welfare of children, and expects all staff and volunteers to share this commitment.

Applicants will, therefore, be subject to stringent vetting and induction processes, including an enhanced DBS disclosure. **References for shortlisted candidates will be requested prior to interview;** please inform your referees.

Whilst criminal convictions are not necessarily a bar to appointment, this safety consideration will be central to all decisions regarding the employment of staff, approval of volunteers, and standards of external contractors.

Equality, Diversity & Inclusion:

We are committed to equality of opportunity for all staff and to treating all staff with dignity and respect. Therefore, applications from individuals are encouraged, regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief, and marriage and civil partnerships.

Process for Applications:

- **Closing date for applications: Monday 29th April 2024 at midday.**

In order to apply for our ICT Technician vacancy, please complete our Abbey Gate College application form (available at <https://www.abbeygatecollege.co.uk/about-us/vacancies/>). Please also include a covering letter, which should be addressed to our Head, Mr Craig Jenkinson, outlining your interest in, and suitability for, the role and the College.

Your completed application form and covering letter should be returned to Mrs Sue Moran, HR and Staff Wellbeing Manager, at: sue.moran@abbeygatecollege.co.uk by the above closing date. Should you require any additional information or have any difficulties in completing / submitting your application, please also contact Sue Moran. Please visit our website at www.abbeygatecollege.co.uk for more information about the College.