



**BOURNEMOUTH SCHOOL
FOR GIRLS**

IT Technician

Bournemouth School for Girls





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Dear applicant

Thank you for your interest in our role of IT Technician.

This is an opportunity for a suitably technically skilled and personable candidate to join our excellent IT team at a time of growth and development and offers a real personal development opportunity. You will bring varied skills and experience to this role which will be vital in assisting the school moving forward with a clear three-year IT development plan. You will also be able to develop your own personal skills, experience and career. Working within a school IT team means you will not focus in one specific area of IT but will be exposed to and involved with all aspects of IT. There are plans to potentially increase the team with an apprentice and so may offer the potential of line management experience in the future.

Bournemouth School for Girls is a girls' 11-18 selective academy which has the core aim of developing well rounded young people who, as well as achieving outstanding academic results, are ready to make a difference in the world. BSG is a very special place in which to learn and with over 100 years of academic excellence we have a strong reputation both locally and nationally. Achievement is consistently high and BSG has maintained its position as one of the top state girls' schools in the country for both progress and achievement. A key aim is to be a great school to work and learn at.

IT is integral to our school life. Within the curriculum Computer Science is taught at GCSE and A level. We have PC's and interactive whiteboards in every classroom and five main IT suites. There are banks of laptops around the school and BYOD is available for staff and students to use. Administratively we use Microsoft Windows and Office and utilise specialised MIS systems for assessment, tracking, attendance and reporting. We are seeking to extend our investment in a range of programmes, hardware and infrastructure to support the work life balance of our committed staff.

The successful post holder will provide our first and second line response to IT problems and help to plan and co-ordinate IT projects within our school. You will need to be motivated and keen to work within a forward moving department and be keen to seize opportunities to develop the school and your own skills and experience. Working with staff and students, the post holder will need to be able to take on new initiatives, keep up to date with technology and software packages as well as being a people person.

Our goal is to continue with the development of the team and in-house IT management, including individual training and development by use of apprenticeship funds.

This information pack contains details of the post, terms and conditions and the school.

Applications need to be submitted on the Application Form for Support Staff which can be found on our website www.bsg.bournemouth.sch.uk

Applications may be submitted by post or by email to lmckenzie@bsg.bournemouth.sch.uk

Bournemouth School for Girls, Castle Gate Close, Castle Lane West, Bournemouth, BH8 9UJ.
Bournemouth School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment.



Job Description and Person Specification

Post Title: IT Technician
Responsible to: Network Manager

Core Purpose of the Role

To be the 1st and 2nd line technical IT support, and to work within the team to maintain, implement and develop the network, IT solutions and smooth operation of the Department.

Key Responsibilities

- Provide first and second line support to users of the school network and respond to and solve problems relating to software/hardware including internet access in all areas of the school, including classrooms.
- Undertake first and second line maintenance to ensure effective operation of IT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and approved contractors.
- Provide support and maintenance of the network systems including software deployment, cabling, patching, AV management and reporting.
- Undertake the installation and upgrade of software. Maintain a record of installations/upgrades; maintain a library of master copies and record details of licence arrangements.
- Install new IT equipment as directed (including liaison with suppliers), dispose of obsolete IT equipment in accordance with financial regulations/school IT policy.
- Provide Department support including maintenance of the IT equipment register, administration of the IT booking system, servicing of equipment, stock maintenance and storage.
- Undertake daily Department tasks such as
 - Checking security logs.
 - Checking back up logs and then taking action where necessary.
 - Checking virus protection and guard against data or system corruption.
 - Check and change the back-up tapes, store, record and report anomalies to the Network Manager.
 - Replace toner cartridges throughout the school as required.
- Provide Department user support including supervision within the ICT suites as required, administer user accounts for all users, grant permissions, access and security levels according to the school's policy.
- Be responsible for IT inductions and IT training to teaching and support staff.
- Provide technical support for curriculum and school events.
- Where required, undertake analysis and review of new software and advise staff on its suitability/relevance/potential for the support of effective teaching and learning.
- Plan and coordinate approved project work and ensure the successful completion and integration of IT projects as required.
- Be responsible for the school network and website when the Network Manager is away.
- Promoting and safeguarding the welfare of children and young people in accordance with the school's safeguarding and child protection policy.



Knowledge and Skills

Essential:

- 5 GCSE A-C grades including English and Maths.
- Experience in Microsoft Windows 7 – 10, Office 2013-20 and Office365.
- Minimum of 2 years' experience in a similar IT support role including diagnosing and resolving IT issues.
- Experience of administering network login accounts.
- Working knowledge of computer hardware and peripheral devices.
- Experience of basic networking and how to troubleshoot network issues.
- Experience of basic IT security and backups.

Desirable:

- Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role.
- Knowledge of Office 365 Apps and administration.
- Working experience of non-windows devices such as Apple iPads and Macs.
- Practical experience of AV equipment, touchscreens and interactive whiteboard software.
- Knowledge and experience of administering websites.
- Knowledge of server operating systems.
- Knowledge of virtual server environments.
- Knowledge of network switches, cabling and patching.

Supervision and Management

- The post holder will generally work without direct supervision.

Problem Solving and Creativity

- To work within operating guidelines to solve software and hardware failures.
- To deal with urgent problems as they arise ensuring minimal disruption to lessons.
- To resolve routine technical problems without reference to the Network Manager.
- Liaise with the Network Manager on complex technical.
- Seek approval and guidance from the Network Manager, prior to instructing repairs by nominated/approved contractors.

Key Contacts and Relationships

- Strong customer service and people skills are essential.
- Ability to work with and communicate with network providers/contractors to resolve technical problems.
- Daily contact with members of staff and pupils to give advice and/or guidance on the operation of IT equipment and software.

Decision Making

- To give advice and support to users in a timely manner



Resources

- IT Hardware, Software and peripherals.

Working Environment

- Work within computer suites, at times may be subject to high temperature levels due to hardware operation.
- Frequent use of IT equipment (plus regular lifting etc.), also occasional work in restricted areas.

Academy Ethos and Culture

- To continue personal development as agreed at appraisal reviews.
- To engage actively in the appraisal review process.
- To play a full part in the life of the Academy community; to support its distinctive aim and ethos and to encourage staff and students to follow this example.
- To carry out other reasonable tasks from time to time as directed.

Salary and Benefits

The post holder will be paid on Grade 8, £24,096 - £28,371 p.a.

Holiday entitlement will be 5 weeks (25 days) increasing to 5.6 weeks after 5 years' service.

Grade point incremental pay structure.

Local government average salary pension scheme.

Access to salary sacrifice benefits such as cycle to work, gym, technology, mobile, car leasing and workplace nursery

Access to wellbeing resources, discounts and other special offers for services

Free use of new and highly equipped gym (conditions apply).

Free parking on site.

Terms and conditions

The post is subject to successful completion of 6 months' probationary period, satisfactory references, medical and DBS clearance.

