

The South Wolds Academy and Sixth Form



IT Technician Application Pack

June 2022



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and Sixth Form**

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Dear Applicant

IT Technician

Thank you for your interest in this post. Further details of the post and an application pack are available on the school website for your information.

The South Wolds Academy is a popular, high-attaining 11-18 school. Our main aim is to enable every student to achieve their academic and social potential. We strive to achieve outstanding attainment and care, guidance and support, underpinned by a strong programme of enrichment that prepares our students for the rest of their lives.

In December 2019 OFSTED judged us to be a good school with many outstanding features and the most recent report can be found on our website. We are regularly one of the 10 highest performing schools in Nottinghamshire and our "culture of high achievement is prevalent in all that we do.

At the centre of our improvements are outstanding teachers who are committed to taking every possible step to enable our students to enjoy and succeed. If you are successful in your application for this post then you can rest assured that we will be absolutely committed to your professional development, work-life balance, and career aspirations. Governors, senior leaders and I are committed to enabling all teachers to fulfil their roles successfully, to flourish professionally and prepare for the next stage of their career.

Perhaps our school is best summed up by OFSTED who reported that "pupils achieve well within a culture of high ambition" and "teachers have high expectations of what pupils can achieve". We are looking for someone who can make a major contribution to our great school and further enhance our students' experience.

Please do take some time to have a look at our website www.southwolds.co.uk where you can find out more about us and our students. Alternatively you can follow us on twitter (@SouthWolds) or Facebook for an easier way of staying in touch.

South Wolds is an exciting place to work – a place where staff and students do have a smile on their faces. We would be delighted to hear from you if you decide to apply for this post. Please complete an application form and covering letter (no more than two sides of A4) explaining:

- How your training and experience to date have prepared for you this post;
- The steps that you will take to ensure your teaching is outstanding; and
- Why we should appoint you to this post.

We look forward to hearing from you. The closing date for applications is 9.00 am on Friday 1st July 2022. If you have any queries then please contact Jo Egglenton by phone or email jegglenton@southwolds.notts.sch.uk

Yours sincerely

Halina Angus
Head Teacher



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IT Support at The South Wolds Academy and Sixth Form

IT Support consists of a Network Manager and an IT Technician. It plays a critical part in the functioning of the whole school as it manages and administers systems related to the Academy's operation as well as Teaching and Learning.

The team also provides help and assistance to everyone in the school who use computer facilities within the Academy, from the Head Teacher to students in Year 7.

Despite the distinct job titles, the size of the team requires teamwork regardless of the task in hand – the Technician may be trouble shooting while the Network Manager changes a toner cartridge. No two days are ever the same within IT Support and we take pride in everything we try to achieve.

Job Description



1. Title of Post:	ICT Technician
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2. Accountable and Responsible to:	The Head Teacher through the ICT Network Manager
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3. Grade:	Scale 3
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4. Main Purpose of the Job:	
1.	To be responsible (under the direction of the Network Manager) for the day to day operation of all computing facilities throughout the school.
2.	Ensure the highest possible availability of services and provide help to users of the resource.

5. Main Responsibilities of the Job:	
1.	To give advice to students and staff about how to gain access to and operate computing facilities, providing technical assistance to help users as necessary.
2.	To perform diagnosis / solution of software and hardware problems and progress those which cannot be resolved to the ICT Network Manager.
3.	To be responsible for the maintenance and installation of new hardware and software under the guidance of the ICT Network Manager.
4.	To configure and install PCs, laptops and all peripherals including building, testing and deploying master images.
5.	To create new user accounts ensuring that any access is appropriate to the user's role.
6.	Assist with the general administration and support of File and Print Servers, including back-up arrangements.
7.	To provide technical support for all online systems, including third-party applications or services and the Academy's website (including designing, maintaining and updating the content where appropriate).
8.	Assist with the management of the Academy's internet access filtering systems.
9.	Provide support for all other digital systems and applications across the school under the guidance of the ICT Network Manager.
10.	To be able to support audio and video equipment and ensure its operability.

11.	Maintain and control local stores of computer consumables, components and spare parts.
12.	Ensure that computer suites are kept in a clean and orderly manner.
13.	To be jointly responsible for the security of facilities against theft or abuse.
14.	Comply with data protection legislation and maintain confidentiality.
15.	Be aware of licensing and copyright issues, implementing policies accordingly.
16.	Carry out Fire Warden duties as detailed by the Responsible Person.
17.	Taking reasonable care for the health and safety of themselves and of other persons who may be affected by their activities and, where appropriate, safeguarding the health and safety of all persons under their control and guidance in accordance with the provision of Health and Safety legislation.
18.	Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Person Specification	Essential	Desirable
5 GCSE's (grade A-C) including Maths and English (or equivalent)	Yes	
A HND / HNC or other further/higher education qualifications in a relevant subject allied with wide practical computing knowledge and experience gained over a period of not less than one year	Yes	
A good working knowledge of IBM compatible PCs and associated peripherals including repair and diagnosis of basic and intermediate hardware faults	Yes	
A good working knowledge of Windows 10 and Microsoft Office including installation and support	Yes	
Excellent communication skills	Yes	
Effective problem solving skills	Yes	
Ability to successfully prioritise conflicting tasks and work under pressure	Yes	
Ability to work flexibly within a team situation	Yes	
Ability to show initiative and independence	Yes	
An industry standard IT qualification (e.g. MTA, MCP, MCSA, MCSD, CCNA)		Yes
Some networking experience including installation and support of file servers, tape drives, printers, network components and peripherals		Yes
Familiarity with and experience of any of the following: Windows Server, Active Directory, enterprise antivirus software, school MIS software, internet filtering technologies, structured cabling, virtualisation technologies, IP CCTV, IP or digital telephony, access control systems		Yes
Experience in the production of technical and end user documentation		Yes
Knowledge and experience of web design and maintenance		Yes
Experience of working with in a school / college environment supporting both staff and students		Yes
Awareness of child protection and safeguarding policies		Yes

The South Wolds Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to support the school in the delivery of this.

All staff must have the right to work in the UK and will be subject to a DBS check prior to taking up appointment.