Brief for the position of

Junior IT Technician

Putney High School, GDST
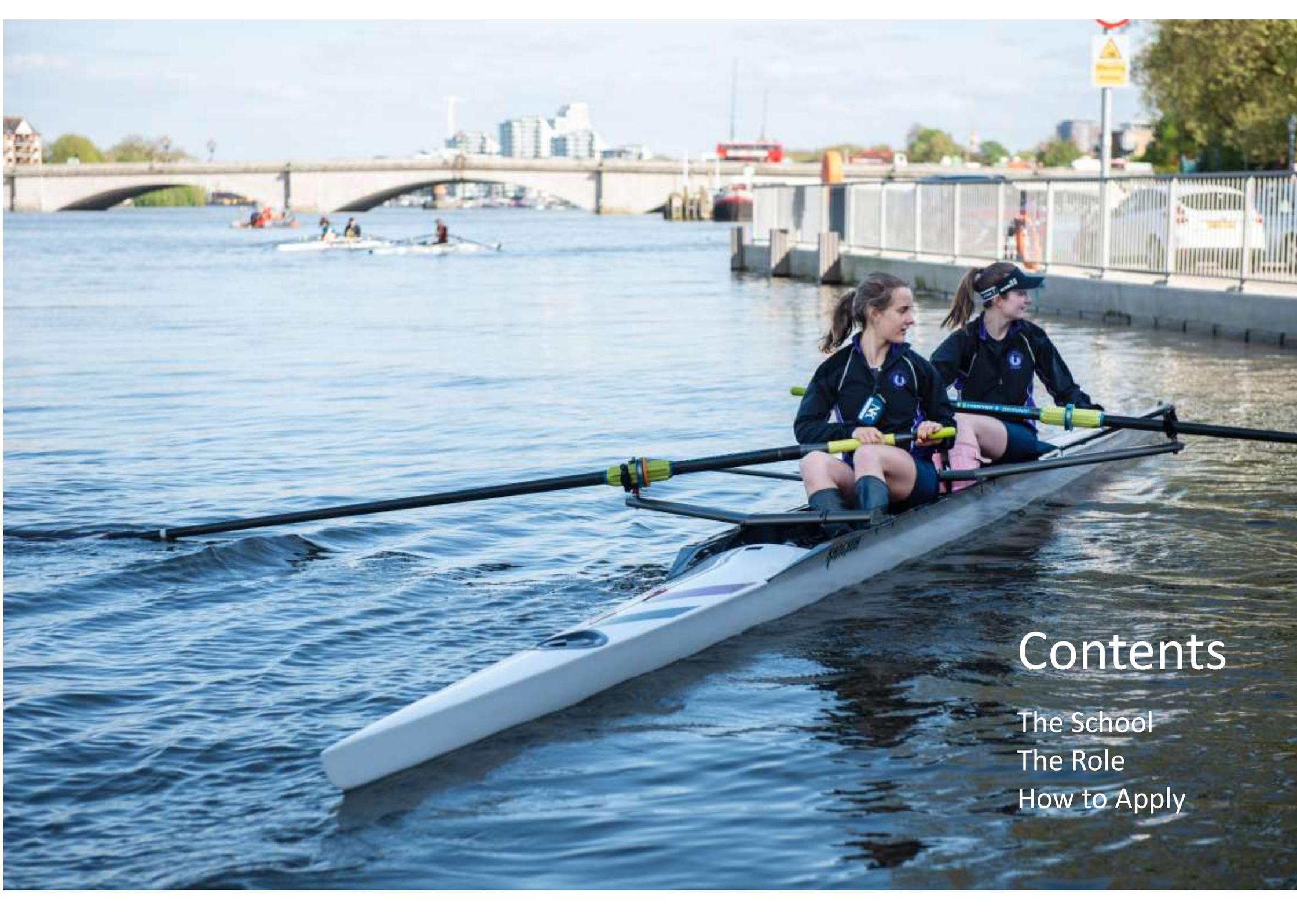
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Putney High School

One of the UK's leading schools, Putney High School is a spirited, ambitious and innovative environment that nurtures talent and gives every individual the opportunity to stand up and stand out. It is a warm, vibrant and down-to-earth community where pupils develop a love of learning. They find their passions and achieve their ambitions in a wealth of areas from Arabic to a cappella, chemistry to cricket. Entrepreneurs and an Orator in Residence join specialist global university advisors to enhance what is a truly 21st century education.

The school cultivates an open-mindedness and an openness to new ideas. It creates a culture of inspiration, innovation, energy and creativity. All students have their own iPads from Year 4 upwards, and the school is a leader in the use of digital technology in education.

This year celebrating its 125th anniversary as one of the UK's leading schools, Putney High School was voted one of the top ten London Independent Schools in the influential Sunday Times Parent Power (November 2017).

Putney High School is part of the Girls' Day School Trust, a charitable trust and leading group of independent girls' schools, with over 4000 staff and 20,000 students in 23 schools. As part of the GDST network, schools benefit from central fees collection, as well as HR, procurement, IT and legal advice. There is also a large central estates department supporting and advising schools on building projects and maintenance. Members of staff at all levels receive training, share best practice and participate in formal and informal networks across the schools. Further information on Putney High School and The Girls' Day School Trust can be found at: www.putneyhigh.gdst.net and www.gdst.net The most recent ISI inspection graded the School 'Exceptional' for pupil achievement and 'Excellent' in all categories. The full report can be found here.

Inquisitive, intellectually curious and love learning
Ambitious , bold and striving for excellence
Innovative and open minded

A collaborative and democratic community
Which acts with integrity and kindness
And is down to earth

The IT Department

The IT team consists of the IT Operations Manager and two IT Technicians and 1 Junior Technician, Members of the IT Team can work independently and manage their own tasks through the service desk, however collaboration, knowledge sharing and discussion is a key part to this role. The team is based in the IT Office.

There is a high demand on IT support and service requests and it continues to grow as new IT initiatives comes online. Paramount to the role is an understanding that we are here to support teaching and learning through the provision of IT services and support. The role will involve face to face and written communication with both staff and students across the school and therefore good English is essential. The main role of the Junior IT technician is to provide first line support for all requests which include call prioritisation and provide initial troubleshooting across all aspects of IT related services.

The school consists of approximately 1200 users and over 500 computers and 1000 iPads. The computers run on Windows 10 and Office 2016. We have a Hyper-V virtualized server infrastructure. Enterprise WiFi is provided throughout the school. As part of the Girl's Day School Trust we are supported by the Central IT Team based as the Trust offices in London. They provide central services such as internet, WAN connection, WiFi provision, Voice Over IP, remove access and technical support relating to these services.

Role

Junior IT Technician

Job purpose:

To assist in the maintenance of the school's IT networks and systems to ensure that they are effective in supporting teaching, learning and administration.
To provide technical support for all users in order to ensure that they can make optimum use of the schools IT networks and systems, associated hardware and software.

Salary:

Grade 2
£20,088—£21,390

Full time

30 days holiday plus 8 bank holidays

Accountabilities

Management of Resources

- Assist senior IT staff with the support and operation of the school's IT network services
- Assist senior IT staff with school's events. Some flexible working may be required to accommodate after school events
- To monitor the IT department's ticketing system
- Provide first line support for classroom IT and AV installations
- Provide first line desktop and printer support escalating where necessary
- Assist the IT Technicians in the support and management of the school's iPad fleet and associated technologies
- Regularly check and maintain peripheral equipment such as scanners, printers, whiteboards and projectors to ensure that they are functioning and available to users
- Assist with the installation of the new hardware and software, and provide instruction in its use
- Assist in the management of the school's IT inventory documentation
- Contribute to the IT department's knowledgebase
- Ensure that all IT documentation is kept up to date at all times
- Assist with ordering of equipment, materials and consumables as required, to ensure that appropriate levels of stock are held and that replacement supplies are obtained before stock runs out.
- Keep records of the usage of consumables and maintain inventories of equipment as required
- If competent to do so, to make repairs etc
- As required, to undertake any administration, which may include typing of correspondence and reports, preparation of statistics, filling etc
- To assist the IT Operations Manager in the implementation of Trust IT policy and procedures
- To assist the IT Operations Manager in any other of work when requested.

Teaching & Learning

- Support teaching and learning by providing technical assistance to staff and pupils in both senior and junior departments, particularly if there are any equipment malfunctions.
- Set up portable IT equipment, including audio visual devices, as required by staff to support lessons or extra-curricular activities
- If relevant, provide specialist printing or scanning to users

Health & Safety

- Ensure that correct and safe procedures are used during the preparation and setting up of equipment.

Marketing & Communication
- Assist in the technical development and maintenance of the school's website and Intranet
- Provide technical IT support to whole school events

Training & Development of Self and Others
- Participate in training activities and sessions offered by the school, the GDST and external agencies in order to further relevant knowledge and skills and keep up to date with technical and health and safety requirements relevant to the job
- Undergo a skills analysis regularly to assess your training needs
- Assist with the provision of training sessions for staff, including induction training
- Provide ad hoc assistance/training to staff experiencing difficulties with using hardware or software

All school staff are expected to

- Work towards and support the school vision and the current school objectives outlined in the School Development Plan
- Contribute to the school's programme of extra-curricular activities
- Support and contribute to the school's responsibility for safeguarding students
- Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors
- Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues
- Engage actively in the performance review process
- Adhere to policies as set out in the GDST Council Regulations, Notes of Guidance and GDST circulars
- Undertake other reasonable duties related to the job purpose required from time to time

This job description should be seen as enabling rather than restrictive and will be subject to regular review

Person Specification

Essential Skills
Experience of:

- Microsoft operating systems, including installation and configuration
- Computer and peripheral hardware basic repairs
- Apple iOS / Mac OSX
- Microsoft Office Suite administration

An awareness of:
- TCP/IP networking
- Microsoft server technologies
- Audio visual technologies
- Printing technologies

Desirable Skills

- SIMS knowledge
- Experience in the educational sector (school/college environment)
- IP Telephony
- Scripting

Ability to work effectively within a team environment, both taking direction from and supporting other colleagues and works well under pressure. Excellent communication skills with both staff and students.

How to apply

Application

Please apply sending a covering letter addressed to Mrs Suzie Longstaff, Headteacher of Putney High School, and a completed application form to recruitment@put.gdst.net.

 CVs are not accepted without a fully completed application form.

The closing date is : **Monday 11th February 2019 by 9.00am**

Interviews will take place: **Wednesday 13th February 2019**

Candidates who are invited to interview will be required to bring an original identification document (e.g. passport) and if applicable proof of eligibility to work/reside in the UK as well as documents confirming educational and professional qualifications. A confirmation of your address within the last three months is also required.

Putney High School and the GDST are committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Additional information
Any candidate wishing to seek additional information should contact:
Helen Batchelor, HR Manager
Email: recruitment@put.gdst.net
Tel: 020 8788 4886

PUTNEY
HIGH SCHOOL

Main Entrance

Putney Hill

Key:

1. Science Department
2. Dining Hall/Main Hall
3. Cromwell:
   Headmistress' Office,
   Main Reception
4. Senior Library
5. Sixth Form Centre
6. Long Corridor:
   History, RS & Textiles
7. Homefield:
   Art and Music
8. Sports Hall
9. Classics, Sports Hall,
   Viewing Gallery,
   FOPHS Fitness Centre
10. Lockley:
    Resistant Materials,
    Drama Studio,
    Language Lab, ICT suites
11. Galbraith:
    English, Geography, Maths,
    Modern Foreign Languages
12. Junior School

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www.putneyhigh.gdst.net