Information for candidates for position of:
IT Technician

Job description and person specification

Job Details

Job title: IT Technician

Reporting to: Network Manager

Starting salary: £15,384 actual (£19,227 FTE)

Hours: Term time (including INSET days) plus 5 days in the holidays (typically worked July/August). Full time during term time, 37 hours per week, 8.00am to 4.00pm (3.30pm finish on Friday) with a 30 minute unpaid lunch break.

Benefits: School fee discount (subject to meeting the School’s admission criteria), defined contribution pension, lunch in term time, free parking

Start date: As soon as possible, subject to satisfactory references and enhanced DBS check.

1 Job description

The role of the IT technician is to support all users of IT throughout the school, be that in the classroom, in IT teaching rooms or in offices to make the best use of their equipment. This role is as much about working with people to find the best solution to their needs as it is fixing hardware, so an excellent attitude to customer service is essential.

1.1 Daily IT management

The IT Technician will spend a great deal of the day around the School site providing practical assistance to staff and ensuring that the IT resources are working well. This will require the candidate to:

- Manage Chromebook & Laptop resources in school including delivery to classrooms, security, charging, maintenance and managing the online booking system.
- Provide the first line of support for all requests logged through the IT Helpdesk.
- Maintain all printers in school, including provision of ink / toner cartridges and ensuring adequate stocks are on hand.
- Maintain all A/V equipment across the school and perform regular checks in all areas.
- Review daily/weekly jobs and any new jobs issued by the network manager.
1.2 Other

The IT Technician will also work with the Network Manager as part of a team to improve the use of ICT throughout the school and to develop and implement investment in the IT network, software and hardware. This will require the IT Technician to:

- Support teaching staff / students in technical aspects of ICT, particularly providing support during lessons
- Ensure applications and operating systems are up to date where possible.
- Provide basic ICT training to new staff.
- Provide support for staff in setting up presentation facilities for meetings, training sessions or interviews. Assist with the maintenance of computer files by backing up, archiving and updating/deleting information as appropriate
- Support adherence to ICT policies, including those relating to safeguarding and internet usage, Data Protection and Information Management (including data transfer) and report any concerns
- Work with departments to investigate and test new items of software and hardware to ensure that it meets the department’s requirements

As a term of your employment you may be required to undertake such duties as may reasonably be required of you, commensurate with your grade, as requested by your line manager, the Bursar or Principal.

2 Person Specification

The ideal candidate would be required to show evidence of the following skills and qualities and these have been divided into essential and desirable qualities.

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>IT skills</strong></td>
<td>Experience in:</td>
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<td></td>
<td>• resolving routine IT issues related to hardware and software</td>
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<td>• Basic working practices of small to medium sized networks</td>
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<td>• setting up new hardware and software installations.</td>
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<td>Reliability</td>
<td>High level of attention to detail and the ability to meet agreed deadlines</td>
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<td><strong>Organisation</strong></td>
<td>The ability to manage and prioritise multiple tasks</td>
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<td>To be self-motivated and investigate new technologies or best practices that would benefit the school.</td>
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<td><strong>Flexibility and teamwork</strong></td>
<td>Willingness to work as part of a team</td>
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<td><strong>Interpersonal skills</strong></td>
<td>Previous experience of working in an office environment, and the ability to work successfully with a wide range of people</td>
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<td>Experience of working in a school environment and interacting with staff, pupils and parents</td>
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<tr>
<td>Education</td>
<td>Strong academic record at school,</td>
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<td>Microsoft courses</td>
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particularly in English and Maths
BTEC or A-level course(s) relating to ICT infrastructure / support.
CompTIA
CISCO

3 Background information

3.1 Location

The School is an independent day school with 591 girls aged 11-18 and is part of the King Edward VI Foundation, which has nine schools in Birmingham. It is situated on a beautiful 50 acre campus in Edgbaston, which it shares with King Edward’s School. It is only three miles from Birmingham city centre and has excellent transport access by road and rail (the University train station is only a 10 minute walk).

3.2 King Edward VI High School for Girls

Founded in 1883, King Edward VI High School for Girls (KEHS) is an independent day school with 560 girls aged 11-18 and is one of the most successful girls’ schools in this country. Academic standards in the school are extremely high. The school was rated ‘excellent’ by the Independent Schools Inspectorate in 2010 and was ranked number one in the Sunday Times’ top 10 Schools in the Midlands in 2013.

Extra-curricular activity is also an important part of school life. Along with King Edward’s, the school produces music and drama of an exceptional quality and shares the impressive Sir Paul and Lady Ruddock Performing Arts Centre. There are also a large range of sporting opportunities and the school is currently undergoing a major refurbishment programme. Further details about the school can be found at: www.kehs.org.uk.

The School reflects very closely the diverse racial mix of the city itself and attracts pupils from beyond Birmingham. Academic standards in the School are extremely high; this year’s GCSE results saw 92% A*/A and/or 9-7 grades; at A Level 91% of grades were at A*-B and 33% at A*. The School has a long history of sending girls to the very best universities including Oxford and Cambridge; this year, 14 students gained places at Oxbridge. The School was rated ‘excellent’ by the Independent Schools Inspectorate in 2010 and has been ranked as one of the top 10 best value independent schools in 2017.

At KEHS, we aim to offer an outstanding education for able girls who like original ideas and new challenges. Staff are passionate about their subjects and seek to inspire a love of learning for its own sake. Pastoral care is important to us as we seek to educate girls, supporting them to become confident, resilient young women. Girls combine a rigorous academic education with a huge range of high quality extra-curricular activities. The School produces music and drama of an exceptional quality, with a biennial performance in the Symphony Hall in Birmingham. These activities were enhanced still further by the construction of the Sir Paul and Lady Ruddock Performing Arts Centre, a joint £10 million facility with King Edward’s School, which opened in 2012. There is also a large range of sporting opportunities. The School has its own Sports Hall and swimming pool, which were recently refurbished, with hockey and netball pitches on site.

The School’s purpose is undoubtedly the pursuit of excellence in all that it does, but it is of equal significance that this excellence should be accessible to able pupils, whatever their family background or financial situation. At the moment, 20% of pupils have some kind of financial support and almost 10% pay no fees at all. The funds for this are provided by the King Edward VI Foundation and through the generous donations of alumnae and other organisations.

Further details about the school can be found on the website, www.kehs.org.uk.
3.3 IT resources

The IT department supports IT throughout the school site. Standard classrooms have a networked PC an interactive whiteboard and AV. There is a dedicated IT classroom, 48 Chromebooks, 24 laptops with mobile charging stations and a suite of student laptops / PCs for sixth form use.

If you have any queries about the role or would like to discuss the IT infrastructure in more detail, please contact Mr Simon Cox, Network Manager simonx2@kehsmail.co.uk.

4 How to apply

If you have any general questions about the role, please contact Mr Simon Cox, Network Manager simonx2@kehsmail.co.uk.

Applications should comprise the following:

- A completed application form (available for download at: www.kehs.org.uk/useful-information/vacancies).

- A short covering letter. This should explain why you want to work at King Edward VI High School for Girls and why your experience makes you the best candidate for the job.

Please send completed applications addressed to Becky Smith, HR Manager by email recruitment@kes.org.uk The closing date for applications will be 9am on Monday 12th November 2018.

Those candidates who most closely match the requirement will be invited to a selection day at the School. This date is yet to be confirmed.