BISHOP CHALLONER CATHOLIC COLLEGE

JOB VACANCY

ICT Technician

2 positions available

TSST
West Midlands

National Teaching School
designated by
National College for
Teaching & Leadership

Eco - Schools
Green Flag
Award

2017
THE PRINCE'S
TEACHING
INSTITUTE
English

Science

Pupil Premium
Awards 2016
Local Winner
Secondary schools with
published KS4 results

SCHOOL GAMES

SCIENCE
LEARNING PARTNERSHIP

MathsHUBS

PLATINUM SCIENCE MARK WINNER 2017-2020

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BISHOP CHALLONER CATHOLIC COLLEGE

JOB ADVERT

ICT Technician – Permanent

Grade 3 Salary Range £20,903 to £27,041

Required for As Soon As Possible

NOR 1,224 including 237 in Sixth Form

Bishop Challoner Catholic College is seeking a hardworking individual to join our ICT Support team for our dynamic and nationally recognised school.

Bishop Challoner is a very successful, heavily over-subscribed mixed 11-19 Catholic comprehensive school in the South of Birmingham. We were designated one of the first 100 Teaching Schools in the country and we are also a lead school for the Central Maths Hub, the Central Midland Science Learning Partnership, the Schools Sports Partnership and most recently, the Central Computing Hub. This is a measure of the high achievements of the school and its excellence in training and developing staff. This will allow exciting opportunities for any newly appointed members of staff.

The ICT Support team is based at Bishop Challoner Catholic College, maintaining the network infrastructure, end user devices including desktops, laptops, printers, IP phones, a one-to-one student netbook programme driven with a 'no child left behind' approach, along with business and educational software both on premises and cloud based. The team also offers the same level of technical support to a growing number of local primary schools with its Primary ICT Support Programme, employing a flexible blend of remote and on-site support.

We are looking for an enthusiastic ICT Technician to join a flexible, hardworking team who are responsible for ensuring all ICT systems, along with digital resources and software are well maintained to support a high standard of teaching and learning across Bishop Challoner and Primary ICT Support Programme schools. This is a varied ICT Support role in a fast-paced and very rewarding environment, which allows all technicians to strengthen their skills and develop their knowledge. The successful applicant will have excellent problem solving and communication skills, as well as an applied knowledge of ICT systems and software commonly used within business and educational organisations. It is preferable for applicants to have their own transportation as moving between sites is a key part of this role.

Bishop Challoner is fully committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It has policies and procedures to ensure that this occurs. The successful applicant will be required to undertake an enhanced DBS check.

For an application pack, or to arrange an informal tour of the school, please contact Lorraine Houldcroft, PA to the Principal at on 0121 444 4161 or visit our website www.bishopchalloner.org.uk/vacancies - please note all applications have to be on the CES support application form. Email applications to Lorraine Houldcroft: recruitment@bishopchalloner.bham.sch.uk

Closing date for applications is: Wednesday 30th June 2021

BISHOP CHALLONER CATHOLIC COLLEGE

JOB DESCRIPTION

Post: ICT Technician
Reports to: ICT Manager
Salary: Grade 3 Salary Range £20,903 to £27,041
Hours: Full time – 36.5 hours per week
Start date: As Soon As Possible

Disclosure Level

Bishop Challoner Catholic College is strongly committed to Safeguarding and promoting the welfare of students and expect staff to share this commitment and maintain a vigilant and safe environment. All posts are subject to an enhanced DBS check. All staff will be expected to follow the school's child protection policy, code of conduct for adults and managing allegations against staff procedures.

Job Purpose

To assist the ICT Manager and ICT Support team in maintaining ICT systems, equipment and software across Bishop Challoner Catholic College and primary schools within the Primary ICT Support Programme.

This job description is current at the date shown, the post-holder will be expected to undertake any other duties commensurate with the salary and job title.

Core Duties

- Attend to tickets sent to the ICT Helpdesk from Bishop Challoner and primary schools within the Primary ICT Support Programme and resolve issues through remote support and on-site visits when required.
- Assist the ICT Manager in managing, delivering and maintaining the ICT systems at Bishop Challoner and primary schools within the Primary ICT Support Programme.
- Assist the Netbook Manager with the school's one-to-one device programme to ensure that students always have access to key learning resources and systems.
- Maintain school-wide ICT equipment and software audits.
- Maintain professional and courteous communication skills with all levels of ICT ability. Communications may be received via the helpdesk, email, phone or in person.
- Being conscious of safeguarding – ensure that safeguarding software and protection is installed and working on devices. Report concerns and problems to senior staff.
- Keep up to date with technologies including hardware, software, updates and security issues.

Core Duties Support for the school

- Complete all necessary administration e.g. timesheets, and forward to the appropriate person for processing.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

- Be aware of and support difference to help ensure everyone has equal access to the facilities and feels valued.
- Contribute to the school's Catholic ethos, aims and development/improvement plan.
- Work as part of a team appreciating and supporting the role of other people in the team.
- Attend and participate in meetings as required.
- Undertake personal development through training and other learning activities as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Assist in the induction of other support staff as required.

Key Tasks
- Staff the ICT Helpdesk to ensure tickets are responded to and resolved in a timely manner, escalating tickets to senior staff when required.
- Support users at primary schools remotely where possible.
- Visit primary school sites in person where remote support is not possible.
- Staff the ICT Support office to provide technical support for teachers and students at Bishop Challoner and help maintain the school's one-to-one device programme for students.
- Assist the team in maintaining the school network infrastructures.
- On-board users, devices and software.
- Perform regular maintenance and software updates on user devices.
- Maintain audits for ICT equipment and software.
- Assist with the setup of digital and computer based examinations.
- Ensure that devices are secured with safeguarding and anti-virus software.
- Assist the ICT Manager with projects and development in Bishop Challoner and primary schools.

Essential Skills and Experience
- Proven experience in providing ICT Support within an educational organisation.
- ICT Helpdesk systems including Spiceworks.
- Server technologies including AD, Group policies, DNS, DHCP, WDS / MDT.
- Windows 10 troubleshooting and support.
- Basic networking including structure, cabling, switches.
- Wireless systems including Aerohive/Extreme Networks, Cisco Meraki, Ruckus.
- Cloud based systems including Microsoft 365, Microsoft Teams, Class Charts.
- Central Management Systems software including SIMS, Facility CMIS.
- Safeguarding software including Visigo/Smoothwall Monitor, Futures Browser.
- Strong problem solving abilities.
- Excellent communication and customer handling skills.
- Strong planning, organisation skills and the ability to prioritise.
- Flexibility to visit other schools within the local area.
- Own transportation.

Desirable Skills and Experience
- Server technologies – WSUS, SCCM.
- Networking – Cisco, VLANs.
- Internet security – Smoothwall proxy, Sonicwall firewall.
- IP Telephony.
- PowerShell scripting.
- Website development.