Clitheroe Royal Grammar School

Founded in 1554

ICT Technician

35 hours per week Monday to Friday – full year
Salary Grade 5 (point 6 to 11) depending on experience
£20,043 to £22,129 per annum pro rata (pay award pending)
£18,960 to £20,933 per annum actual salary

An exciting opportunity has arisen to appoint a dynamic and focused individual to be part of a thriving department and join our dedicated team of staff.

Candidates must have experience of using the Windows platform and Microsoft Office, working in a school environment is desirable.

You must have excellent communication skills to provide technical advice and support combined with an analytical approach to problem solving.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to an enhanced DBS check. In line with Keeping Children Safe in Education 2022, an online search will be carried out as part of our due diligence on shortlisted candidates.

The closing date for applications is 12:00 noon on Wednesday 9th November 2022 and interviews are expected to take place week commencing Monday 14th November 2022.

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October 2022

Dear Applicant

Thank you for your interest in the post of ICT Technician at our school. Clitheroe Royal Grammar School is a historic school but also one which is forward-thinking, welcoming and responsive.

We have two sites in Clitheroe, half a mile apart. Our York Street site is home to the thriving and vibrant Sixth Form with over 650 students on roll. Our Chatburn Road site is where our heavily over-subscribed Main School is located; we currently have 750 Main School students on roll.

One of the most essential departments in any organisation is its ICT service, virtually every member of staff and student uses IT every day for their work. We are seeking an ICT Technician to join our growing team. We work throughout the school supporting both staff and students with their ICT requirements and ensure the school virtual and physical ICT security systems.

Working as an integral part of a small and important team, we are looking for a dynamic and focused individual who can make an impact. Over the past two years we have been on a mission, upgrading the whole schools infrastructure from top to bottom, introducing new broadband, hardware, software, cyber security, anti-virus and much more. As a team we don't stand still, always keeping an eye on technology and what can better our school and systems.

Our school has not only grown over time but has also adapted to the challenges of preparing young people for life as a global citizen, requiring a contemporary curriculum and a holistic and supportive education. We are privileged to work with wonderful young people who are keen to learn and eager to achieve.

As a school we are committed to continuous staff development and relevant training will be made available, where required to the successful candidate. This position is 35 hours per week, full year working. The hours of work will be for the benefit of the school and are expected to be Monday to Friday between 8.30am to 4.30pm.

Clitheroe Royal Grammar School is a very welcoming and close-knit community and a great place to work! If you feel you would like to be part of this dynamic and successful school and you feel you have the qualities we are looking for I would encourage you to apply.

If, after reading the accompanying background information, you feel that this is the post for you (and we hope that you will) then we would ask you to submit your completed application accompanied by a supporting letter of no more than 2 sides of A4. In the letter you should indicate the reasons for your interest in the post, together with a brief outline of how your previous training and/or experience has prepared you for this position. Please note that whilst CVs can be submitted as additional information, they will not be accepted as an application on their own.

The closing date for completed application forms is 12 noon on Wednesday 9th November 2022. Completed application forms should be returned by email to hr@crgs.org.uk or by post, the address is provided at the end of the application form.

If you submit an application and have not heard from us by Friday 9th December 2022, please assume that your application has been unsuccessful on this occasion. If this is the case, I would like to thank you for your interest and application.

We look forward to hearing from you.

Yours sincerely

Lynne Higginbottom
Bursar

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JOB DESCRIPTION	
Job Title	ICT Technician
Grade	Grade 5 (point 6 - £20,043) to (point 11 - £22,129) per annum pro rata depending on experience, Actual Salary £18,960 to £20,933 per annum (pay award pending)
Hours of Work	35 hours per week, full year working
Location	York Street and Chatburn Road
Responsible to	Network Manager / Deputy Network Manager / Bursar
Job Purpose	To provide a high standard of technical support and ICT service delivery through various channels and be the first point of contact for all ICT issues for students and staff. To support the monitoring, evaluation and continuous review of the quality and effectiveness of ICT operations within the school. To maintain a high level of documentation and record keeping to track the assets of the school.

Role and Responsibility

- In line with the school's policy, develop and maintain all of the school's ICT systems to ensure maximum availability, access and efficiency
- Work with the Network Manager/Deputy Network Manager to ensure the network is operational during agreed access hours and resolve failure problems
- Carrying out routine and ad hoc device management tasks including regular proactive checks of hardware, monitoring of software installations for 100% compliance and ensuring all peripherals are in working order
- To support desktop OS and application suites (Office, Adobe etc.)
- Respond to incidents and requests for support logged by staff, in an appropriate manner
- Assist with the installation of workstations, printers, telephones and software in accordance with licenses, as well as resolving hardware fault, including the repair of ICT systems, down to modular level and occasionally component level
- Support and instruct students and staff in the use of the network, internet and software
- Monitor and administer the school's systems, including Printing and Copying and telephony, in accordance with guidelines and provide reports to the Network Manager/Deputy Network Manager as required.
- Monitor the anti-virus status of devices and remediate any issues
- Contribute to the ICT knowledge base providing solutions for the Network Manager/Deputy Network Manager
- Maintain stock and refurbishment of toner
- Manage school assets including mobile devices, ensuring all records are up to date and have all the information required keeping track of all devices.

Other Duties

- Attend meetings as required
- Keep up-to-date with current educational developments and legislation affecting ICT operations within your area of responsibility
- Contribute to school development through identified communication and consultation channels

- To respect the confidential nature of information relating to the school, students and stakeholders
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the School
- To comply with the school's Health and Safety policy and statutory requirements
- Any other reasonable duties as defined by the Network Manager/Bursar
- To have an awareness of GDPR and that information is stored in an appropriately secure area

Support for the School

- To work within and promote all school policies and procedures
- To have due regard for safeguarding and to follow child protection and procedures adopted by CRGS
- To attend skill training and participate in personal/performance development as required
- To work positively and inclusively so that the school provides a workplace and delivers a service that does not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities
- To uphold and promote the values and ethos of the school
- To be aware of the confidential nature of issues arising within a school and maintain strict confidentiality at all times

Conditions of Service

- Conditions of service are in accordance with the National Joint Council Conditions of Service relating to Local Government staff
- The post is for 35 hours per week full year working
- Hours for the post will be for the benefit of the school but are expected to be Monday to Friday between 8.30am and 4.30pm full year working, times to be agreed with the Bursar. There will be some flexibility between start and finish times which can be discussed at the interview stage
- The post holder is an employee of Clitheroe Royal Grammar School and will be expected to work at either school site

Agreed by: Lynne Higginbottom   **Date October 2022**

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be subject to Disclosure and Barring Service checks. In line with Keeping Children Safe in Education 2022, an online search will be carried out as part of our due diligence on shortlisted candidates. We welcome applications regardless of age, gender, ethnicity or religion.

The key responsibilities and duties set out the area of work in which duties will generally be focused and give an example of the type of duties that the post holder could be asked to carry out.

Please note this is for guidance only as post holders are expected to be flexible and may be required to carry out different duties as may be reasonably assigned by the Network Manager or Bursar.

Equal Opportunities
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety
All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

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Person Specification Form: ICT Technician		
Requirements **(on the basis of the Job Description)**	**Essential (E)** **Or** **Desirable (D)**	**To be identified by:** **Application Form (AF),** **Interview (I),** **References (R)**
Qualifications		
Excellent numeracy and literacy skills	E	AF / I
GCSE level 5-9 or equivalent to include Maths and English	E	AF
Computer literate including experience of using Microsoft Office	E	AF / I
Experience of working in an ICT environment, minimum of 1 year	D	AF / I
Experience of working in a school environment	D	AF / I
Experience		
Usage of Windows 10 platform together with ability to manage user accounts in Windows and Office365	E	AF / I
Knowledge of Microsoft Office 2016 / Office 365	E	AF / I
Basic consumable replenishment, clearing paper jams on printers and MFD devices operated through a print management and reporting system	E	AF
Able to maintain accurate electronic and written records	E	AF / I
Able to articulate clearly both technical and non-technical aspects of ICT to staff and students	E	AF / I
Ability to trace faults, reflecting the hands-on nature of the role	E	AF / I
Be committed to providing the best possible service to staff and students whilst maintaining confidentiality	E	AF / I
Able to work on own initiative with an analytical approach to problem solving	E	AF / I
Have excellent interpersonal and communication skills, including writing reports and communicating by email	E	AF / I
To be able to prioritise tasks in a rapidly changing environment	E	AF / I
Have a good knowledge and understanding of the legislation related to the Data Protection Act 2018 and General Data Protection Regulation	E	AF / I
Experience with key systems and software used within education	D	AF / I
Good breadth of technical support experience: end user devices, teaching resources etc.	D	AF / I
Knowledge/skills/abilities		
Ability to perform tasks efficiently and accurately and use own initiative when appropriate	E	I / R
Ability to work calmly under pressure prioritising competing demands effectively and to meet deadlines through excellent organisational skills	E	I / AF

Effective written and verbal communication skills appropriate to a range of different situations	E	AF / I
To work flexibly as the workload demands and to accommodate the changing needs of the school	E	I
Knowledge of and commitment to comply with policies and legislation relating to child protection, health and safety, confidentiality and data protection.	E	AF / I
Excellent interpersonal skills	E	AF / I
To build and maintain effective working relationships	E	AF / I / R
Ability to maintain strict confidentiality of information received and processed with discretion	E	AF / I
Other		
A commitment to sustain regular attendance at work with a flexible approach to working hours	E	I / R
A commitment to continuing professional development	E	AF / I
Full driving licence	D	AF / I