Longhill High School
Rottingdean
Brighton
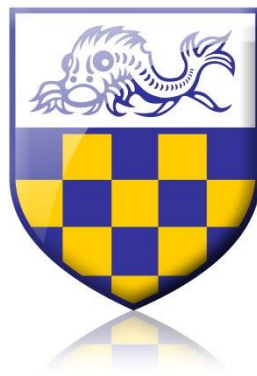
Information Pack

ICT Technician Role E

Longhill High School

August 2017

Dear Applicant

Infrastructure Officer (ICT Technician – Role E) - NJC Scale 6
£23,166 to £24,717 full time

Thank you for your interest in the above post.

Our recent Ofsted Inspection Report (2016) has confirmed that Longhill is moving in the right direction, citing that 'there is much expertise within the teaching staff which generates enthusiasm for learning in many pupils'. Longhill is a truly comprehensive school, with a lively and committed staff that are united in their determination to make it a great school in which all our present and future students can fulfil their potential.

Your commitment and enthusiasm towards the Longhill ethos, as well as the skills that you are able to bring to the school, will be key in our decision making process.

Shortlisting for interview will be based solely on the information you provide on the application form. Please include evidence of how you meet each of the criteria set out in the person specification, providing examples where possible.

You may wish to speak to James Arnold the existing Network Manager james@Longhill.org.uk about this vacancy and the school's IT systems.

An application form can be found on the school website www.Longhill.org.uk . Please return your application by e-mail to: personnel@longhill.org.uk or by post for the attention of Mr J Hollingworth, Business Manager, Longhill High School, Falmer Road, Rottingdean, Brighton BN2 7FR.

We take the issue of safeguarding children very seriously and all applications are processed accordingly. Please note that any appointments are made subject to enhanced DBS clearance, identity checks, continuous employment/employment gaps checks and satisfactory written references which we will apply for prior to the interview.

Thank you for your interest and we look forward to hearing from you.

Yours sincerely

Headteacher

The IT Department at Longhill High School

The IT Department at Longhill School provides high quality support to the staff and students at the school across desktop and mobile platforms, as well as providing network services, data security and infrastructure services.

We support more than 650 workstations running Windows 7, as well as small numbers of iPads and laptops. The school is a Google Apps school so the team also deal with the Google Apps for Education platform. Support is also provided for the school MIS systems (SIMS .net and PARS) and associated school information portal (TASC Insight).

The department uses a mixture of Windows 2008/2012 server and Linux (Ubuntu) servers as well as Synology NAS appliances to deliver services with excellent reliability and with good value for money. KVM is used to host several virtual servers with an iSCSI backed SAN delivering storage.

Internet access is provided to staff and students and is filtered via Smoothwall. Connectivity is via a fibre leased line to the LA and via twin redundant FTTC business broadband connections, terminated by a pfSense firewall. The Department uses HP Procurve switching and runs a multi-VLAN environment to ensure physical security where appropriate. There is an accompanying HP wireless network for staff use.

Systems are monitored by Nagios and Munin and any alerts are sent to the Network Manager and Infrastructure Officer so action can be taken if appropriate out of office hours.

Staffing
The Department consists of:

Network Manager – Responsible for the management and direction of the IT Department. Remit for purchasing and technical architecture.

Infrastructure Officer (ICT Technician – Role E) – Responsible for server/switching/cabling/infrastructure within the school. Also provides technical support.

2x Senior IT Technician – Responsible for supporting end users, inventorying, printers and helpdesk support.

JOB DESCRIPTION

JOB TITLE: ICT Technician - Role E

SECTION: Schools

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PURPOSE OF JOB

Assist the senior manager of the ICT support team with **the management and development of the network infrastructure** within the school, to ensure the safe and reliable running of the ICT network in order to maintain a high quality service for staff and students.

PRINCIPAL ACCOUNTABILITIES

Desktop & Applications Support / Server & Network Support / Configuration & Installation

Reflecting the greater degree of experience required at this level:

- Take **responsibility for installation projects of a larger scale and more complex nature within the school, or those that may have a greater** impact on the continuity of services.

- **Contribute to** the determination and planning of the network development within the school as a whole, including workstations, servers, switches, routers.

- **Perform a wide range of hardware repairs and upgrades.**

- Take **responsibility for the resolution of incidents, tasks and problems of a more complex nature and which may have a greater impact** on the school's ICT services.

- **Organise and resolve most issues/queries of a technical nature independently, providing guidance and advice on specialised but established techniques, methods, procedures and related matters to students and staff at all levels.**

- **Set up system security and backup procedures**, checking log files on a daily basis and making recommendations on the storage and security of information and work, (administration and curriculum) on the school servers.

- **Develop good practice guidelines and procedures for staff and students** on the use of ICT equipment, hardware, systems etc, to ensure/improve access for all, e.g. the visually impaired.

- **Assist** the manager of the ICT support **team in setting up and managing user accounts, monitoring profiles,** deleting unnecessary information and defragging, to keep computers running at optimum speed.

- **Pro-actively search through workspaces to ensure no inappropriate material is stored and deal with security breaches such as access to inappropriate sites, reporting any serious breaches to the senior manager responsible.**

- **Ensure that software, licenses, operating systems and anti-virus protection are regularly updated and monitor for named viruses, including checking hard drives for malicious software.**

- Provide specialist advice and guidance to staff and students on any matters relating to own area of ICT expertise to enable them to make full use of available hardware, software, networks, communication and information systems as necessary.

- **Manage all technical records, information and other data relating to network / web servers as required, providing expert analysis and reports to enable the effectiveness of the systems etc to be evaluated.**

- **Liaise with Brighton & Hove City Council Network technicians as required on all ICT related issues in order to ensure a high quality service is maintained.**

Web Site Management / E-mail Support

Specific roles may have responsibility to:

- **Design, development and management** of the school/college Wordpress web site (including public and restricted pages and access of accounts), **objectives, strategic approach and budget requirements to ensure the web site reflects the needs of the school/college.**

- **Research, install and implement the best web server and E-mail solution for school/college needs, ordering specialist equipment and software within an agreed budget.**

Health & Safety and other Policies

- Have knowledge of, understand and comply with and assist with the development of policies and procedures relating to health, safety and security, confidentiality and data protection, reporting concerns to an appropriate person.

- Raise awareness among staff, pupils and other users of Health & Safety procedures, e.g. give a brief safety induction session for new teachers/users, suggest to a member of staff that moving a monitor would reduce eye strain.

Budget & Line Management

- Support the full range of financial planning for ICT, including purchase of larger items, and help to estimate future budget requirements, e.g. contact a range of suppliers to get quotes and draw up a detailed list of comparisons.

- **Evaluate new developments and provide input into the resource planning process in order to ensure that appropriate resources are available to ensure service continuity.**

- Act as a mentor, providing practical and technical support and guidance to less experienced staff, in order to assist in their workload/professional development, or any other colleague who may be in need of support.

- May allocate tasks between support staff, including recording requests, following up calls and implementing a maintenance schedule.

- May have supervisory responsibility for junior staff, providing advice and guidance, assisting with recruitment and selection and induction/ongoing training of staff.

Micellaneous

- Participate in training and other learning activities and performance development as required.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to *undertake* various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

Post Title: ICT Technician – Role E

Department: Children and Young People's Trust

Section: Schools

Essential Criteria

Job Related Education, Qualifications and Knowledge	- ITQ level 3, Microsoft Certification IT Professional level 3, or equivalent qualification or experience in an ICT related discipline. - A **sound general IT background with knowledge of industry standard desktop application software, e.g. MS Office and hardware**. - Understand how ICT can enhance teaching and learning in schools. **Comprehensive** knowledge of ICT **initiatives** and developments in schools/colleges. **Detailed** practical knowledge of the relevant Windows operating systems. **Knowledge of Windows 2000/2003 File Server Networks.** - Knowledge of manual handling techniques. **Detailed knowledge of both general and specific ICT H&S issues relating to work, both for self, staff and all potential users.** - Appreciation of the various stages in procuring goods and services. Specific roles may require: **detailed practical knowledge of Microsoft Exchange for Outlook** and/or **knowledge of Windows ISS Web server, PHP, miSQL, ASP,** Dreamweaver (or equivalent).

Experience	**Substantial and expert experience of installing, configuring and upgrading hardware and software and troubleshooting in a networked** environment with minimum supervision. - A confident and experienced user of all hardware and operating systems in use within the school. - A confident and experienced user of all desktop applications in use within the school, including educational software. **Substantial and expert experience of network and systems management within a small user population and experience of implementing sound resource and user level security.** - Experience of working as part of a team in a busy IT support environment and providing desktop and network support in accordance with contracts or service level agreements. **Knowledge** of ICT issues and trends.

	Some experience of supervising the activities of technical support staff, where the role requires it. **Specific roles may require experience of web development.**

Skills and Abilities	• Able to apply an **innovative approach** to problem solving within own specialist area.
	• **Able to troubleshoot and resolve problems on newly implemented systems using the product's manual for support**.
	• **Able to identify potential difficulties / issues, analyse / diagnose them and make recommendations.**
	• **Able to provide high-level technical support on any hardware and software encountered within the school, with minimum support.**
	• Able to work methodically and accurately, with close attention to detail, e.g. providing consistent documentation when tracking the progress of all Incidents and Problems to avoid comprising the integrity of the network.
	• **Well developed** interpersonal and communication skills, **in particular the ability to communicate clearly and effectively on technical subjects to non-specialists in formal and informal settings..**
	• Able to remain calm under pressure, dealing with all customers patiently.
	• **Able to liaise with senior staff, e.g. discuss with teachers the advantages and problems of using mobile electronic whiteboards.**
	• **Able to influence others within agreed guidelines and budget constraints, e.g. suppliers of goods and services**
	• Able to prioritise own workload and, when co-ordinating a team, to allocate work appropriately.
	• Ability to work on simultaneous projects and prioritise conflicting demands.
	• Able to **research, test and install new technologies**.
	• **Able to document current policies and practices.**
	• Able to help with the induction of new ICT Technicians across a broad range of activities and work closely with others in a mutually supportive manner.
	• Able to work alone with minimal supervision.
	• Able to use initiative and take responsibility for own actions.
	• Excellent record keeping skills.
	• **Able to train groups of staff.**
	• **Able to supervise staff where this is a requirement of the role.**
	• Able to lift and handle ICT equipment.
Equalities	• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.

SUMMARY STATEMENT ON USE OF DISCLOSURE INFORMATION IN RECRUITMENT & SELECTION

Introduction

Thank you for applying for a position within Brighton & Hove City Council. You have applied for a post or voluntary work that falls under the definition of 'regulated position' under exemptions to the Rehabilitation of Offenders Act 1974. This means that a criminal conviction check (or disclosure) will be undertaken on any individual who is offered the post. Where appropriate (where the post involves working with children or vulnerable adults) details will also be checked against the Department of Health and Department for Education & Skills lists. These checks are undertaken by the Criminal Records Bureau (CRB) only when a conditional offer of employment has been made but you will be asked during the recruitment process to declare any relevant information.

It is the intention of Brighton & Hove City Council not to discriminate unfairly against individuals on the basis of their previous offending history. Possession of a criminal record is not an automatic bar to obtaining employment or voluntary work.

The purpose of this Statement is to provide assurance to applicants that the information released in Standard and Enhanced Disclosures is used fairly and that sensitive personal information is handled and stored appropriately and kept for only as long as necessary.

Handling of Disclosure Information

Recipients of Disclosure Information at Brighton & Hove City Council will only disclose this information to the recruiting manager and Human Resources Manager. Unauthorised disclosure of any information provided by the CRB is an offence under Section 124 of the Police Act 1997.

Disclosure Information will be securely stored and will be retained for a maximum period of six months unless, in exceptional circumstances, formal written agreement of the CRB is obtained to retain them for a longer period. Brighton & Hove City Council as a Registered Body must comply with the CRB Code of Practice. All matters relating to the use of Disclosure Information will be undertaken in accordance with the CRB Code of Practice and Brighton & Hove City Council's Code of Practice on the Use of Disclosure Information.

Further Information

If you are successful in obtaining a conditional offer of employment (or have been accepted as a volunteer), you will be sent further information on the Disclosure process including guidance on completion of the Disclosure Application Form. Disclosures for employment will be funded by the Council and Disclosures for Volunteers are free of charge.

Further information on the CRB and the Disclosure process including the CRB Code of Practice can be obtained by visiting the web site: www.disclosure.gov.uk or by calling 0870 90 90 811.

Further information on the Council's Policy on the Recruitment of Ex-Offenders and the Code of Practice on the Use of Disclosure Information can be obtained by contacting Human Resources on (01273) 291638.