



**North East
Learning Trust**

**Peripatetic ICT Support Technician
Teesdale School & Sixth Form**
Applicant information pack

Peripatetic ICT Support Technician

Required November 2022

37 Hours per week – Whole-Time

NELT Grade IT-TECH2M SCP10- SCP16

£21,695 - £24.432 pay award pending

Teesdale School and Sixth Form are a part of the North East Learning Trust and is seeking to appoint a Peripatetic ICT Support Technician to join a dedicated team. The role requires dynamic support across our schools, with the added complexity of multiple systems and operating requirements for each school. You will be an experienced, self-motivated IT technician that has a proven track-record of achieving both team based and individual results through effective organisation, strong troubleshooting skills and good customer service. This is an exciting opportunity for the right candidate to join a close and talented team who together, ensure students receive excellence every day.

We have 720 children across Key Stages 3 and 4 and Post-16. Our small size means that you can really get to know your students; know who they are; their aspirations, ideas, talents and dreams, bringing out the best in them, helping to champion their ambitions and giving them a great start in life. Teesdale School is a place where traditional values of kindness, respect and hard work take precedence.

Teesdale School and Sixth Form was rated as 'Outstanding' by Ofsted in June 2019.

Our vision, along with all schools in the Trust, is that every child experiences excellence every day.

We are committed to:

- A vibrant learning community with enthusiastic and engaging students
- A positive and caring ethos
- An excellent learning environment and resources
- A team of hardworking, dedicated and friendly staff where everyone is valued

We can offer:

- National Terms and Conditions of Employment (NJC Green Book)
- Local Government Pension Scheme
- 31 days annual leave entitlement
- Employee Assistance Programme providing free confidential advice and counselling service 24/7 365 days per year

The successful candidate will:

- Support the multi discipline of differing systems and technology
- Dynamically work across multiple sites adapting to planned and reactive activity.
- In conjunction with the IT Schools manager, organise and plan work.
- Be flexible in their approach to work
- Active role in maintain relevant standard operating procedures
- Be an ambassador for the IT service across all sites and adopt a can do approach to support schools.

- Liaise with the IT schools manager and wider team to ensure help desk actions are closed off.
- Be a team player.

Deadline: Monday 7th November 2022, 9am

Interview date to be confirmed

How to apply:

Application packs can be downloaded from our website.

Letters of application should be no more than two sides of A4 and should be returned by email with application forms to tracy.tuck@teesdaleschool.co.uk or by post to Tracy Tuck, PA to the Leadership Team, Teesdale School, Prospect Place, Barnard Castle, Co Durham DL12 8HH. Please do not submit a CV unless it is to compliment your application form.

Job description

Post title:	ICT Support Technician
Responsible to:	NELT ICT Manager
Responsible for:	Supporting the IT facilities in school
Salary / Band:	NELT Grade IT-TECH2M SCP10- SCP16 £21,695 - £24,432 pay award pending
Contract:	Permanent, whole-time, 37 hours per week

Job Purpose:

Working between multiple schools the role holder must be an excellent ambassador to the service. As a peripatetic support resource, the candidate must possess solid organisational and technical skills, in addition there is an expectation that once committed to a problem at any site ownership will be taken to follow it through to a successful result. Excellent communication skills are therefore essential, stakeholders and their line manager must be kept up to date so that the supported school maintains a high confidence in the service and feel supported.

Although likely the only technical resource onsite the expectation is not that every problem will be solved by the candidate, the key is to recognise and utilise additional support resources as needed to deliver a great service – at the North East Learning Trust we operate as one IT team so there will always be a resource to support you.

The role is predominantly 1st and 2nd line support, assisting senior technical staff with 3rd line duties as required.

Duties and Responsibilities:

1st / 2nd line support responsibilities:

- Basic end user orientation, desktop and application use as well as cloud services as required
- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system across all schools.
- Support end users and their associated accounts/data
- Provide general support for end user devices & printers
- Maintain print devices and queues, escalating maintenance issues with supplier
- Update group policy as required using change control
- Ongoing backup health, logging/resolving issues as required
- Monitor all devices to ensure AntiVirus/Updates/Firewall etc. health
- WebFilter/Firewall effectiveness and general health by routine testing
- Maintain UPS system and perform TPM to ensure power events are handled as expected
- Manage and allocate network resources as appropriate, assign/patch network ports and perform basic VLAN assignments etc.
- Ensure wireless connectivity is working as designed by performing regular connectivity and throughput testing.

- Maintain digital signage system used throughout the trust, ensure availability and manage schedule as applicable.
- Manage mobile device management system, device health and updates as well as application assignments etc.
- Update asset system as appropriate to track old/new equipment, moves/allocations etc.
- Manage backup system to ensure coverage and recovery assurance.
- Monitor server health and availability, escalating as required to ensure optimum uptime.
- Implement and maintain AV solutions ranging from a single projector/IWB to multi display/multi source system with IR/Serial controllers.
- Maintain applications used throughout the Trust, applying updates and managing deployment assignments.
- Maintain central update and antivirus policies to mitigate emerging threats and advisories.
- Manage telephone system deployment and device allocations, working with provider as required for call routing changes etc.
- Monitor and maintain basic network services such as DNS and DHCP

General Accountabilities:

- So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder is responsible, to maintain a safe working environment for employees and service users. These are defined in the Health and Safety Policy and codes of practice
- Work in compliance with the Codes of Conduct, regulations and policies of the Trust, and its commitments to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards

General

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Health and Safety

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly any defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

Safeguarding

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

Person specification

	Essential	Desirable
Education/training	<ul style="list-style-type: none"> • 5 GCSE qualifications (or equivalent) @ A* - C • Demonstrable commitment to personal professional development 	<ul style="list-style-type: none"> • L3/4 Qualification in ICT • Applicable vendor certification i.e. CCNA, MCSA, CompTia+
Experience	<ul style="list-style-type: none"> • At least 3 years' experience within an ICT support role • A demonstrable high level understanding of Windows based environments • Confident with all aspects of client side operating systems, network • Familiar with server side operating systems and the relationship with client devices • Competent with networking, IP resource management and subnets. 	<ul style="list-style-type: none"> • Experience of ICT support within education, including: • Capita SIMS • Microsoft Hyper-V • Microsoft Server 2008-2016 • Microsoft Windows 7/8/10 • Microsoft Azure/365 • Cisco Meraki, device management and networking. • Supporting/mentoring junior staff
Aptitude and skills	<ul style="list-style-type: none"> • Full UK driving License • Communicating professionally using non-technical language • Troubleshooting problems at various levels • Ownership of tasks through to root cause • Timely escalation of problems • Good time management to work across multiple sites 	
Personal qualities	<ul style="list-style-type: none"> • Energy, drive and enthusiasm • Ability to support a team culture • Ability to plan and organise time effectively, work under pressure and meet deadlines • Excellent customer service skills and great communicator 	

References:

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

DBS:

North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

Pre-occupational health:

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.