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**Lord Lawson of Beamish Academy**

Application Pack

**ICT Technician**



Dear Applicant,

Thank you for your interest in the post of ICT Technician at Lord Lawson of Beamish Academy. I am hoping that this additional information helps with your decision to apply for this exciting and challenging role.

Lord Lawson of Beamish Academy is a successful 11-18 mainstream co-educational academy which has improved rapidly over recent years. We recently celebrated achieving a ‘Good’ Ofsted rating in our November 2022 inspection.

We are a school that has clear potential to be very good indeed, and our ambition is to offer an outstanding education – within the classroom and far beyond – that engages and stretches all our students. Our staff are energetic, committed, and able; our leaders are motivated and hardworking; our governors are supportive and suitably ambitious. The school is full, and parents want their children to do well. We have a sixth form that is small but well led and successful. Our facilities are outstanding and well maintained.

We provide an exceptional programme of Continuous Professional Development (CPD) for staff. We know this through staff surveys and our exceptionally low levels of staff turnover. The majority of staff who have left us have gone on to promoted positions. Staff are happy here; Lord Lawson of Beamish Academy is a great place to work. We have high expectations of our staff and students, but we also know our staff are our greatest asset, and we treat them with respect.

The ICT team is a small yet very experienced team. You will be joining an ICT Services Manager and an ICT Senior Technician. The team works at the heart of the academy supporting all users – students, teachers, support staff, trustees and visitors. We strongly believe this vital support service together with technology they provide should be outstanding.

The academy has excellent facilities. All teaching rooms are equipped with state-of-the art electronic interactive boards. Staff and student machines are replacing on a ‘rolling basis’ with a minimum of 150 PCs or laptops being purchased each year. We have upgraded our site Wi-Fi and this is available to all.

A considerable amount of work takes place behind the scenes with maintenance and investment in our servers and ICT infrastructure.

Lord Lawson of Beamish Academy is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. This post is exempt from the provisions of the Rehabilitation of Offenders Act and is subject to an enhanced DBS check.

Applications close at 9:00am on Friday 15 December 2023, and the appointment process will take place week commencing Monday 18 December 2023. I look forward to hearing from you.

Yours faithfully



James Pedlingham – Business Manager

Job Specification

**Job Title:**  **ICT Technician**

**Salary Scale: Grade F point 14 - 19 £27,334 - £29,777 full time, full year, permanent**

**Line Manager: ICT Services Manager**

**Purpose of the role**

As an ICT professional with strong ICT resource management expertise with the skills to inspire, motivate and challenge what we currently do. You will work alongside all members of the academy’s staff and students. You must be an individual driven by service improvement and have the skills to bring about the required change to the service we offer our students and staff.

* To ensure the availability of a fully operational network, user hardware / software and any other ICT equipment, liaising with the ICT Services Manager and any off-site technical support when necessary
* To promote the use and understanding of ICT within the academy with staff, students and parents
* To ensure the efficient running of and maintenance of all ICT facilities

**Specific Duties**

**Management of the academy’s ICT facilities and software**

* Assist the ICT Services Manager regarding the procurement of all ICT equipment and consumables and stock auditing, contribute to optimising the ICT department’s performance, including implementation of changes to duties, as directed by the ICT Services Manager
* Assist in the management of the academy’s wireless network
* Contribute to the academy’s ICT strategic plan to ensure effective and timely implementation within allocated areas of responsibility
* Liaise with partners and suppliers of the academy on ICT related issues
* Assist in the management of the academy’s audio-visual systems
* Assistance to staff and students using academy provided ICT resources - including software support
* Setting up of equipment for the delivery of the curriculum
* Setting up new user accounts and supporting with account management
* Support with the academy’s telecoms service

**Service desk support**

* Support end-users with ICT problems and issues by answering and closing calls on the helpdesk
* Escalate unresolved issues to ICT Services Manager and third parties
* Perform diagnostics and troubleshooting on PCs and other hardware where needed
* Assist with the installation and configuration of software where required
* Problem solve and troubleshoot issues on staff and student computers such as software, hardware, configuration and user errors
* Provide a high quality of user support to include
* Microsoft Office Packages (including O365)
* Desktop support
* Device/Peripherals support
* Effective use of interactive display boards and related software
* Install software as required

**ICT hardware installation and maintenance**

* Assist with the management of ICT projects including the installation and configuration of new and existing ICT equipment
* Carry out repairs and maintenance to hardware to maximise the usage of equipment
* Ensure the correct disposal of damaged and un-repairable equipment and that the academy meets its recycling duties in line with current procedures and legislation
* Be responsible for the academy’s assessment software including fault resolution, updates, backups and data transfers

**Auditing**

* Support the ICT Services Manager to ensure an up-to-date inventory is maintained

**General Duties**

* Carry out all problem solving, changes, configuration, availability, capacity and continuity processes in-line with the strategic plan
* Take responsibility for own professional development, continually keep updated about new initiatives in educational ICT, and contribute to the academy as a learning organisation
* Manage the effective implementation of projects and academy ICT initiatives
* To undertake any other duties and responsibilities, which do not change the character and purpose of the post as directed by the ICT Services Manager and SLT

**Information Security**

* Follow the academy’s Information Security policy in all interactions with ICT systems
* Assist users with security concerns (e.g. potential phishing messages), escalating the request if unsure as to the safety of a situation

**Meetings**

* Attend relevant academy meetings, to include staff briefings, head of department meetings, departmental and others as required by the ICT Services Manager
* Attend one to one meeting with the ICT Services Manager putting forward suggestions with regards to services improvement, changes and trends, raise awareness of tasks and projects to enhance ICT facilities and support across the academy

**General**

* Equal Opportunities: the academy has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote this in their own work
* Health and Safety: the academy is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work
* Confidentiality: the academy is committed to maintaining the privacy of all its staff and pupils. It expects all staff to handle all individuals’ personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have
* Safeguarding: the academy is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment

This job description may be amended at any time in discussion between the Principal/Business Manager/ICT Services Manager and the employee and will be reviewed annually before the commencement of the next appraisal cycle.

Lord Lawson of Beamish Academy: Person Specification – ICT Technician

|  |  |  |  |
| --- | --- | --- | --- |
|  | Attribute | Essential/ Desirable | Assessment |
| Qualifications and Education | |  |  |
| 1. | English and Maths to GCSE standard | E | A |
| 2. | Level 4 qualification in a related subject or equivalent experience | E | A |
| 3. | Relevant IT vendor qualifications required for the role | E | A/I |
| 4. | Knowledge of the Information Technology Infrastructure Library (ITIL) framework | D | A/I |
| 5. | Strong technical experience | E | A/I |
| 6. | Evidence of continued professional development | E | A/I |
| Knowledge and Skills | |  |  |
| 7. | Analytical skills with attention to details | E | A/I/R |
| 8. | An understanding of support tools and techniques | E | A/I |
| 9. | Familiarity with technologies used to provide services in education | D | A/I |
| 10. | The ability to translate technical jargon to non-technical staff | E | A/I/R |
| 11. | A working knowledge of online platforms such as MS-365 and Google | E | A/I/R |
| 12. | A methodical approach to diagnosing and resolving faults | E | A/I |
| 13. | Knowledge of GDPR | D | A/I |
| 14. | An awareness of build and deployment systems | D | A/I |
| Experience | |  |  |
| 15. | Experience of working in an IT support role | E | A/I/R |
| 16. | Experience supporting hardware such as Servers, PCs, printers and mobile devices in a networked environment throughout the lifecycle | E | A/I |
| 17. | Experience using a ‘ticketing system’ | D | A/I |
| 18. | Experience with Active Directory and Group Policy | E | A/I |
| 19. | Exposure to security and safeguarding platforms and tools | D | I |
| Personal Qualities | | | |
| 20. | A curious mind-set that questions: what we can do better | E | A/I/R |
| 21. | A team player that is happy to share knowledge, work as part of a team to innovate and improve how we work | E | A/I/R |
| 22. | A positive approach to your daily tasks and the implementation of change | E | A/I |
| 23. | Able to work well under pressure, remaining calm and focused in a busy environment | E | A/I/R |
| 24. | Identifying, communicating and mitigating potential risks | D | A/I |
| 25. | Good problem-solving skills | E | A/I |
| 26. | Commitment to safeguarding and maintaining confidentiality | E | A/I/R |
| 27. | Organised with the ability to prioritize | E | A/I/R |

Assessment and evidence: A = Application; I = Interview process; R = Reference