



BOURNEMOUTH SCHOOL  
FOR GIRLS

**INFORMATION PACK FOR THE POST OF:**

**SENIOR IT TECHNICIAN**

Thank you for your interest in our role of Senior IT Technician.

This is an opportunity for a suitably technically skilled and personable candidate to join our excellent IT systems department to support the use of IT across the school.

IT is integral to our school life. Within the curriculum Computer Science is taught at GCSE and A level. We have PC's and interactive whiteboards in every classroom and 5 main IT suites. There are banks of laptops around the school and BYOD is available for staff and students to use. Administratively we use Microsoft Windows and Office and utilise specialised MIS systems for assessment, tracking, attendance and reporting. We also provide key student resources such as messaging systems, cashless catering, mobile food ordering app, a VLE and our website.

The successful post holder will provide our first and second line response to IT problems and help to plan and co-ordinate IT projects within our school. They will need to be motivated and keen to work within a forward moving department. Working with staff and students the post holder will need to be able to take on new initiatives, keep up to date with technology and software packages as well as being a people person.

Our goal is to continue with the development of the team and in-house IT management, initially via this appointment, but also with the hopes of introducing a network apprentice in the near future.

This information pack contains details of the post, terms and conditions and the school.

Applications need to be submitted on the Application Form for Support Staff which can be found on our website [www.bsg.bournemouth.sch.uk](http://www.bsg.bournemouth.sch.uk)

Applications may be submitted by post or by email to [lmckenzie@bsg.bournemouth.sch.uk](mailto:lmckenzie@bsg.bournemouth.sch.uk)

<b>Closing date</b>	Friday 7 <sup>th</sup> May 2021
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**Bournemouth School for Girls, Castle Gate Close, Castle Lane West, Bournemouth, BH8 9UJ.  
Bournemouth School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects staff and volunteers to share this commitment.**



## BOURNEMOUTH SCHOOL FOR GIRLS

### JOB DESCRIPTION

<b>Job title:</b>	Senior IT Technician	<b>Job Ref:</b>	
<b>Reports to:</b>	Network Manager	<b>Grade:</b>	Dorset Grade 7

### Main job purpose

To be the 1<sup>st</sup> and 2<sup>nd</sup> line technical IT support, and to work within the team to maintain, implement and develop the network, IT solutions and smooth operation of the Department.

### Main responsibilities and duties

- Provide first and second line support to users of the school network and respond to and solve problems relating to software/hardware including internet access in all areas of the school, including classrooms.
- Undertake first and second line maintenance to ensure effective operation of IT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and approved contractors.
- Provide support and maintenance of the network systems including software deployment, cabling, patching, AV management and reporting.
- Undertake the installation and upgrade of software. Maintain a record of installations/upgrades; maintain a library of master copies and record details of licence arrangements.
- Install new IT equipment as directed (including liaison with suppliers), dispose of obsolete IT equipment in accordance with financial regulations/school IT policy.
- Provide Department support including maintenance of the IT equipment register, administration of the IT booking system, servicing of equipment, stock maintenance and storage.
- Undertake daily Department tasks such as
  - Checking security logs,
  - Checking back up logs and then taking action where necessary.
  - Checking virus protection and guard against data or system corruption.
  - Check and change the back-up tapes, store, record and report anomalies to the Network Manager.
  - Replace toner cartridges throughout the school as required.
- Provide Department user support including supervision within the ICT suites as required, administer user accounts for all users, grant permissions, access and security levels according to the school's policy.
- Be responsible for IT inductions and IT training to teaching and support staff.
- Provide technical support for curriculum and school events
- Where required, undertake analysis and review of new software and advise staff on its suitability/relevance/potential for the support of effective teaching and learning.

- Plan and coordinate approved project work and ensure the successful completion and integration of IT projects as required.
- Be responsible for the school network and website when the Network Manager is away
- Promoting and safeguarding the welfare of children and young people in accordance with the school's safeguarding and child protection policy.

### **Knowledge & skills**

#### Essential:

5 GCSE A-C grades including English and Maths

Experience in Microsoft Windows 7 – 10, Office 2013-20 and Office365

Minimum of 2 years' experience in a similar IT support role including diagnosing and resolving IT issues.

Experience of administering network login accounts.

Working knowledge of computer hardware and peripheral devices.

Experience of basic networking and how to troubleshoot network issues.

Experience of basic IT security and backups.

#### Desirable:

Relevant Microsoft or similar qualifications to support the technical skills and knowledge required for the role.

Knowledge of Office 365 Apps and administration.

Working experience of non-windows devices such as Apple iPads and Macs.

Practical experience of AV equipment, touchscreens and interactive whiteboard software.

Knowledge and experience of administering websites.

Knowledge of server operating systems.

Knowledge of virtual server environments

Knowledge of network switches, VLANS, cabling and patching.

Experience of managing projects

#### Personal attributes:

High professional and personal standards.

Good interpersonal, written and oral communication skills with the ability to interact well with those with technical and non-technical knowledge.

Good motivation and a willingness to get things done in a timely manner.

### **Supervision and management**

The post holder will generally work without direct supervision

### **Problem solving and creativity**

To work within operating guidelines to solve software and hardware failures.

To deal with urgent problems as they arise ensuring minimal disruption to lessons.

To resolve routine technical problems without reference to the Network Manager.

Liaise with the Network Manager on complex technical.

Seek approval and guidance from the Network Manager, prior to instructing repairs by nominated/approved contractors.

### **Key contacts and relationships**

Strong customer service and people skills are essential.

Ability to work with and communicate with network providers/contractors to resolve technical problems.

Daily contact with members of staff and pupils to give advice and/or guidance on the operation of IT equipment and software.

**Decision making**

To give advice and support to users in a timely manner.

The ability to carry out project plans as agreed.

The ability to prioritise workload.

**Resources**

IT Hardware, Software and peripherals.

**Working Environment**

Work within computer suites, at times may be subject to high temperature levels due to hardware operation. Frequent use of IT equipment (plus regular lifting etc), also occasional work in restricted areas.

**Date:**

April 2021

## Terms and Conditions

The following terms are shown for a Permanent Contract. If you are interested in developing your career with relevant training within our Apprenticeship programme please note terms may vary.

<b>Hours per week:</b>	37 hours per week.
<b>Weeks per year</b>	This is a full year post.
<b>Holidays:</b>	Initially 5 weeks, rising to 5.6 weeks after 5 years service.  Annual leave may be taken at any time of the year subject to coordination with the Network Manager.
<b>Salary scale/point:</b>	Grade 7 SCP 8 – 14, £20,493 - £23,080
<b>Condition of Post</b>	The appointment is subject to satisfactory references, police and medical clearance.  The appointment is subject to the satisfactory completion of a six-month probationary period.
<b>Contract</b>	Permanent

## Recruitment Programme

<b>Advertisement:</b>	23 April 2021
<b>Closing Date:</b>	Friday 7 <sup>th</sup> May 2021
<b>Interviews:</b>	w/b 10 <sup>th</sup> May 2021