



**Chase High School**  
**Prittlewell Chase**  
**Westcliff-on-Sea**  
**Essex**  
**SS0 0RT**  
**Tel: 01702 354441**  
NOR: 1059 including  
139 A-Level students

**Headteacher: Jamie Foster**

**IT Technician**  
**Start date: Negotiable**  
**Full-time. 37 hours per week.**  
**Monday to Thursday 8.00am to 4.30pm**  
**Friday 8.00am to 4.00pm**  
**A flexible approach to working hours is required**

Local Government Pay Scale – Level 5 Point 8 to 12. £20,493 to £22,183 pa actual salary.

Chase High School is a mixed, mainstream secondary school located in Westcliff-on-Sea, Essex. It educates more than 1,000 students aged 11-18 from over 40 countries.

A great opportunity has opened up for an IT Support Technician to provide onsite IT support to staff and students in this large secondary school and Sixth Form College.

The IT Support Technician will be part of a core team delivering a full IT Managed Service (Windows Server OS, 2012, 2016 and 2019, Windows 10, Hyper-V, SIMS, Cashless Catering, Data & Voice networks, A/V Classroom equipment, Printing, etc.).

You'll be based at one site, but may need to travel on occasion, working as part of a small team and gaining experience from the established members as you respond to incidents and issues logged by the users. If you are passionate about IT, enjoy solving problems, have strong communication skills and thrive on working in a busy, but pleasant environment, this is a great opportunity for you.

### **The Individual**

- Experience of maintaining and supporting networks
- Experience with the majority of the following - Windows 10, 2012, 2016 and 2019, AD Management, GPO creation, MS Exchange Management, Outlook, Skype for Business, MS Office, SIMS, Data & Voice networks, Mobile Device Management & iPads and Internet access/security.

- Experience in Installing and Maintaining AV Equipment, Projectors, Sound Systems, Interactive Whiteboards.
- Strong problem solving abilities and excellent communication and interpersonal skills
- Sound planning, organising and prioritising abilities. Flexible to cope with change, be proactive and adapt quickly to the requirements of continued service delivery
- Experienced of IT support within a team preferably within education
- Able to carry out routine IT maintenance, administration and attend callouts
- Able to use and develop specialist IT knowledge and skills to contribute to students' learning
- Able to prepare IT resources to support learning activities

**For further information and a full job description, please contact Mrs Lynn Green email [lynn.green@chasehigh.org](mailto:lynn.green@chasehigh.org).**

**Your normal place of work is at Chase High School, however, the Discovery Educational Trust reserves the right to require you to work at any other of its establishments, whether current or future. This may be for a temporary period or on a permanent basis, according to the needs of the employer.**

**Chase High School is committed to safer recruitment so all applicants must be prepared to undergo screening to confirm their suitability to work with children**

**Closing date for this vacancy: Friday 27 August 2021.  
Interviews will be held: September 2021.**

**We reserve the right to close this vacancy early upon appointment of a successful applicant.**

**Chase High School is an academy that forms part of the Discovery Educational Trust**

# CHASE HIGH SCHOOL

## Job Description

### IT Technician

**Responsible to:** Network Manager

**Salary:** Level 5 point 8 to 12

**Hours:** 37 hours per week  
8.00am – 4.30 pm Monday to Thursday  
8.00am – 4.00 pm Friday

### Overall purpose of the Job

To undertake the following responsibilities in consultation and collaboration with the Network Manager

### Key Areas of Responsibility

- Provide support and maintenance of the School's ICT Systems infrastructure. (e.g. desktops, laptops, servers, etc.)
- Provide both hardware and software support for users of the School's computer network.
- Performs PC hardware repairs and upgrades.
- Detect, diagnose and resolve PC, peripheral and application errors
- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software
- Provide support for all school specific software, eg SIMS, Transact and others as necessary.
- Provide support for computer and non-computer based ICT equipment (e.g. smart boards, projectors, printers, A/V equipment etc.)
- Assist with management of MS Server software
- Assist with management of MS O364, SharePoint, Lync and MS SQL.
- Assist with management of Active directory and Group Policies
- Assist Teaching Staff in the preparation of ICT equipment needed for delivering educational programmes.
- Assist the rest of the ICT Support team as and when required.

### Duties

To actively promote the School's Equal Opportunities Policy and Diversity Strategy and observe the standards of conduct which prevent discrimination taking place.

To maintain awareness of and commitment to the School's Equal Opportunity Policies in relation to both employment and service delivery.

To fully comply with the Health & Safety at Work Act 1974 etc, the School's Health & Safety Policy and all locally agreed safe methods of work.

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To participate in employee development and training and Performance Management and contribute to the identification of own team development needs. To be committed to safeguarding and promoting the welfare of children and young people. The school expects all staff and volunteers to share this commitment.

### **Specific Responsibilities**

- Proactively monitor and maintain the hardware and software which is part of School computer network at the direction of the Network Manager
- To assist in strategic planning to ensure that the ICT service meets the School's strategic vision.
- Research and develop new technologies which help advance the School's IT Systems as directed by the Network Manager.
- Implement new technologies as directed by the Network manager.
- Identify, obtain and replace any hardware items to ensure the technology equipment is fully operational in all classrooms.
- Makes sure all users have access to appropriate ICT resources by setting up new user accounts and passwords and email groups
- Respond promptly and support staff requests for assistance with hardware and software.
- Diagnose hardware and software faults and ensure repaired.
- Record and report software issues and hardware faults to outside contractors where necessary
- Maintain an inventory of hardware and software.
- Maintain an up-to-date and accurate naming scheme of the computers on the network, in active directory, in Solus and the Anti-virus console.
- Maintain up-to-date audits of IT equipment, network port configurations, printers, A/V equipment, etc. for each classroom, each office and any other areas of the school.
- Maintain and clean peripheral hardware.
- Remove old computers from the network, active directory, Solus, Anti-virus console.
- Report and escalate system issues to the Network Manager and IT Support Team where necessary.
- Respond to requests made by the Network Manager related to hardware and software.
- Provide the technical support for internal phone system.
- Assist in the support of SIMS.
- Locking up of the network and stores and securing equipment when not in use.
- Assist in the delivery of projects when needed.

### **Other Responsibilities**

- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Network Manager
- Your normal place of work is at Chase High School, however, the Discovery Educational Trust reserves the right to require you to work at any other of its establishments, whether current or future. This may be for a temporary period or on a permanent basis, according to the needs of the employer.

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- Attend staff and group meetings and training sessions as required.
- Support staff to prepare software teaching items.
- Support staff to develop their ICT skills.
- Undertake any other tasks reasonably required.
- Follow the school's policies and procedures

### Line Management

None

### Performance Management

Identified in the school's Performance Management Policy.

### PERSON SPECIFICATION: ICT Support Technician

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• ICT NVQ level 3.</li> </ul>	<ul style="list-style-type: none"> <li>• MCITP</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• At least 3 years of experience in 1<sup>st</sup>, &amp; 2<sup>nd</sup> support.</li> <li>• Hardware and software installation and maintenance.</li> <li>• Administrating Microsoft Desktop Operating Systems.</li> <li>• Knowledge and experience of the following Server applications- Win Server 2012 R2 (including Active Directory, GPO and OU's), 2016 and 2019.</li> <li>• Installation and Administration of Microsoft Office Applications.</li> <li>• Support of SIMS.</li> <li>• Experience of VLEs.</li> <li>• Support and maintenance ICT Systems infrastructure. (E.g. desktops, laptops, etc.)</li> <li>• Providing both hardware and software support to users.</li> <li>• Performing PC hardware repairs and upgrades.</li> <li>• Diagnosing and resolving PC, peripheral and application errors</li> <li>• Management smart boards, projectors, printers, interactive displays &amp; AV equipment.)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of 3<sup>rd</sup> line support.</li> <li>• At least 5 years of experience and knowledge of computer software and hardware technologies.</li> <li>• Administrating Microsoft Server.</li> <li>• Administrating Microsoft O365.</li> <li>• Administration of Microsoft SharePoint</li> <li>• Administration of Microsoft SQL.</li> <li>• Administrating Microsoft Lync.</li> <li>• Administrating Computer Networks. (Wired and Wireless)</li> <li>• Web Site Administration</li> <li>• Staff training experience.</li> <li>• Experience or knowledge of Mac's, iPad's and OSX environment.</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent spoken, written and</li> </ul>	<ul style="list-style-type: none"> <li>• Able to create and</li> </ul>

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	<p>verbal English with an eye for detail, design and attention to detail.</p> <ul style="list-style-type: none"> <li>• Able to create and maintain operational manuals.</li> <li>• Able to produce reports.</li> <li>• Able to create User guides.</li> <li>• Ability to work independently and, at the same time, understand the value of team work and the overall strategy of the department, for the benefit of young people.</li> <li>• Excellent customer facing skills and the ability to communicate clearly at all levels.</li> <li>• Ability to take initiative and work proactively to provide solutions to unexpected problems and situations.</li> <li>• Able to quickly establish positive working relationships with students, staff, parents and a wide range of people from within and outside the school.</li> <li>• Ability to handle difficult situations with sensitivity, confidentiality and discretion at all times, combined with a calm personality, a practical approach and sound judgement.</li> <li>• Ability to plan and prioritise own workload, those of others, act on own initiative and manage conflicting demands, with minimum supervision.</li> <li>• Able to provide supervision of others, work flexibility and proactively while maintaining a high standard of professionalism.</li> <li>• Able to work with precision, dexterity and co-ordination.</li> <li>• Ability to handle considerable levels of work-related pressure from meeting deadlines, system interruptions or conflicting demands.</li> <li>• Suitability to work with children and young people.</li> </ul>	<p>maintain Disaster recovery plans.</p> <ul style="list-style-type: none"> <li>• Ability to relate to young people, within different age groups, about attendance and behaviour issues</li> <li>• Ability to be a good role model to young people – demonstrate and promote positive values, attitudes and behaviour.</li> </ul>
<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Practical and procedural technical knowledge of specialist ICT systems and hardware.</li> </ul>	<ul style="list-style-type: none"> <li>• Web Technologies</li> <li>• Mobile Technologies</li> </ul>

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	<ul style="list-style-type: none"> <li>• Practical and procedural technical knowledge of Computer Networking principals</li> </ul>	
<b>PHYSICAL DEMANDS</b>	<ul style="list-style-type: none"> <li>• Ability to lift and carry, moving computer equipment on a regular basis</li> <li>• Ability to occasionally work in awkward positions, (e.g. under desks).</li> </ul>	
<b>PHYSICAL RESOURCES</b>	<ul style="list-style-type: none"> <li>• Careful handling and use of expensive computer equipment</li> <li>• Handling of computerised information with care, accuracy, confidentially and securely.</li> </ul>	
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Enthusiasm, energy and commitment</li> <li>• High expectations of ICT systems, of self and the ability to prioritise activities which would have the most impact on effective teaching and learning.</li> <li>• A commitment to safeguarding &amp; promoting the welfare of children and young people</li> <li>• A willingness to undertake additional training, keep up-to-date with developments and changes in good practice</li> <li>• Awareness and adherence to relevant health &amp; safety regulations and a commitment to equality of opportunity</li> <li>• Accept the need for continuing development and training</li> </ul>	<ul style="list-style-type: none"> <li>• High expectations of all young people, respect for their social, cultural, religious &amp; ethnic background, and a commitment to raising the achievement &amp; self-esteem of all young people</li> </ul>