



Abbey Gate College



Senior ICT Technician

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The College

Abbey Gate College is the longest-running coeducational independent school in the Chester area, catering for circa 490 pupils aged 4-18 years. Set in the idyllic rural villages of Saughton and Aldford on the outskirts of Chester.

Our pupils are at the heart of everything we do. We believe education is about building self-esteem, a love of learning and igniting a desire in all our students, to ensure they fulfil their academic and personal potential. We strive to guarantee our children leave Abbey Gate College as confident, articulate, respectful and happy young high achievers. The beautiful gardens at both Saughton and Aldford add to the pupil and staff experience at the College and we are proud of the settings.

Abbey Gate College is committed to the safeguarding and promoting the welfare of children and expects all staff to share this commitment.

Job title: Senior ICT Technician

Salary: £22- 25,000 depending on experience

Hours: 35 hours per week, full time.

Holidays: 25 days holiday plus 8 bank holidays. Holiday to be taken during school holiday time unless agreed with the School in advance. 3 days required for Christmas break.

Reports to: ICT Director

Key Roles:

- To ensure the availability of a fully operational network, class computers and any other ICT equipment, liaising with off-site technical support where necessary.
- To promote the use and understanding of ICT within the College with staff, children and parents.
- To ensure the efficient running of and maintenance of all ICT facilities including overall responsibility for:
 - Installation of new software.
 - Installation of new workstations and peripherals on curriculum and administration systems including email and internet access.
- Ordering and accounting of consumables including printer consumables.
- To maintain a fully up to date inventory of all hardware and software within the School.
- ICT support for external/internal exams and controlled assessments.
- Classroom support.
- Provide audio/video solutions.

- Maintaining Printer solution for both sites.
- Logging problems and liaising with suppliers and support agencies.
- Installation and maintenance of stand-alone machines.
- Maintenance of an efficient booking system for resources and rooms.
- Co-ordinating repair fault finding and maintenance of all systems.
- To carry out repairs to hardware not covered by 'warranties' and within own ability and to arrange other repairs, to ensure maximum availability and cost effectiveness of all IT equipment in the school.

Key Accountabilities

Helpdesk Support:

- Answering and logging calls on the helpdesk.
- Resolving and closing 1st line support calls where possible.
- Liaising with team to resolve faults.
- Escalating unresolved support issues to 2nd line support.
- Escalate unresolved support issues to third parties as instructed by the ICT team.
- Progressing escalated calls with third parties.
- Updating customers on the progress of support calls.

To assist in the maintenance of the school's ICT network:

- To provide hardware and software support for workstation PCs.
- To monitor the efficiency of the school's networks.
- To maintain all ICT related peripherals within the school.

To assist in the installation of new and existing hardware and software across the network:

- To install new and existing software on existing PCs.
- To perform complete installations on new PCs.
- To install, configure and maintain anti-virus software across the network.
- Working with the ICT team, to check all Office and Teacher PCs have correctly updated after a WCBS upgrade.
- To work with the ICT team by recommending hardware/software requirements.

To provide technical support for all users, curriculum and admin.

- To configure and maintain all software applications for consistent use.
- To provide support to users in the use of the school's Management Information System (WCBS).
- Offer advice and training where relevant on the correct use of systems.
- To provide support during computer based examinations, in accordance with the Head of ICT requirements.

- Replace printer toners and inks as requests come in, and monitor the usage of shared printers.
- To liaise with the Head of ICT regarding software updates required for the computer based exams.

To assist in the development and maintenance of the school's web site and Intranet.

- To assist in designing and uploading pages for the VLE and Intranet/SharePoint.
- To assist in removing out of date material from the VLE and Intranet/SharePoint.
- Supporting staff, who wish to contribute material to the VLE and Intranet/SharePoint.
- Train staff to upload their documents to VLE and Intranet/SharePoint. Create confidence in the VLE and Intranet/SharePoint system of working.

Inset day tasks

- Assist the ICT team in relevant staff training, which will be organised in advance.
- Carry out specific tasks which cannot be done on school days.
- Other additional reasonable tasks as may be required by the school at the discretion of the Line Manager and Headteacher.

Support for the College

In addition to the day to day responsibilities of the role, you will also be expected;

1. To support the College's commitment to safeguarding children and promoting their welfare at a level appropriate to this role.
2. Be aware of and comply with policies and procedures relating to health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person
3. Contribute to the overall site team as required
4. Contribute to the overall ethos/work/aims of Abbey Gate College;
5. Participate in training, meetings, and performance development activities as required.

PERSONAL SPECIFICATION

At least 2 years' experience in supporting and administering a Microsoft Windows network

Technical Skill Requirements:

Essential:

1. Knowledge and experience of network component including switches/hubs/routers/wireless access points
2. Knowledge of Windows 7/10
3. Microsoft Office suite 2013/2016
4. Knowledge and experience of TCPIP, active directory
5. Strong knowledge of IT hardware & software and the integration of the two

Desirable

1. Experience of configuration and administration of Windows Server Environment (2008/2016).
2. Experience of Office 365.
3. Knowledge and experience in System Centre Configuration Manager.
4. Knowledge and experience of VMware or Hyper V.
5. Knowledge of SQL

Personal Skill Requirements

- Willingness to learn new skills.
- Proactive approach.
- Professional telephone manner
- Excellent customer service and interpersonal skills.
- Excellent time management.
- Attention to detail, accurate and methodical.
- Ability to work both as part of a team or on own initiative.
- Willingness and adaptability in tackling the variety of tasks arising in a school environment.
- Willingness to work flexible hours when required.
- Comfortable working with children and adults.
- Willingness to deliver training in ICT to stakeholders at the College if required.

Safeguarding

Safeguarding is paramount to Abbey Gate College to ensure the welfare and safety of children. Whilst criminal convictions are not necessarily a bar, this safety consideration will be key to all decisions regarding the employment of staff. Any

offer of employment is made subject to satisfactory Disclosure and Barring Service (DBS) and Barred List checks.

Equal Opportunities

We are committed to treating all employees with dignity and respect regardless of race, ethnic background, nationality, colour, gender, transgender status, pregnancy, disability, age, sexual orientation, marital status, religion or belief.

Applications

Candidates selected for the long-list will be contacted, and asked to fill in the Abbey Gate College Application Form, which is a requirement of the Safer Recruitment Policy.

After review of the application forms, candidates will be selected for first round interviews which may include a practical assessment to be confirmed upon invite to the interview. Applications should be completed and returned to Rebecca Upton (Human Resources) at Rebecca.upton@abbeygatecollege.co.uk.

For any questions please call Rebecca Upton on **01244 564 213**.

Please note, we do not accept applications from recruitment agencies.
