ICT Apprentice

Closing date: Friday 11 May 2018
Interviews: Tuesday 22 May 2018

THE SPIRES
— COLLEGE —

Dear Candidate

I am delighted that you have requested further information regarding the position of ICT Apprentice at The Spires College.

I joined the College as Principal in September 2014 and am committed to providing an excellent education for every child in our learning community. The Spires College has a very positive, friendly atmosphere. The staff care passionately about the well-being of the children and our students are vibrant, enthusiastic and affable. The concept of community is something that I believe is essential for a successful school and we all strive to ensure that every member of our community feels valued, but also contributes positively to College life. Our primary focus is, and will always be, developing superb teaching and learning across all areas of the College. Pedagogy underpins all we do and all staff at The Spires College are committed to their own learning as well as their teaching. At our recent inspection, the college was graded 'good' in all areas, which is a fitting acknowledgement of everyone's hard work over the past few years. The report offers a good balance between celebrating our students' successes and academic progress, with praise of the College's ethos of care and inclusivity: "A good and rapidly improving school with a culture of respect and aspiration".

The successful candidate will be working alongside our Network Manager to continue the program of IT refresh, along with the daily IT support required by users. Support requests can be received by phone, help desk emails or in person. Some of the general support issues include resetting user passwords, changing toner cartridges in printers and copiers, and recovering lost or deleted files. Weekly checks are made in IT classrooms and laptop trolleys to ensure they are in working order with any issues being logged and/or rectified.

Working at The Spires College is tremendously rewarding and this role is a fantastic opportunity to make a real difference to young people's lives as well as offering abundant prospects for professional development. As a College we are firmly committed to continuous professional development for all and we invest heavily in developing our staff at all levels.

You are very welcome to visit The Spires College to help you decide if this is the role for you; our Network Manager and I would be delighted to meet you. Please contact my PA for an appointment. I look forward to hearing from you.

With best wishes

Alex Newton
Principal

The College

The Spires College is a co-educational, 11-18 college with a bilateral stream. It is situated in the Plainmoor district of Torquay, within the Local Authority of Torbay.   There are currently around 900 students on roll. We are a friendly, caring college which puts the needs of our children at the heart of all we do. Academic progress is obviously vital but we also place a high value on the provision of enrichment opportunities that help our students to grow into responsible, confident and considerate young adults. Underpinning all of this are excellent standards of pastoral support and care that allow children to feel safe and valued.

Torbay is an area with a Selective Grammar School system: parents can choose for their child to take the '11+' test if they wish for them to apply for a place at one of the selective schools in the area. The Spires College is one of very few schools in the country with bilateral streams. This allows us to take up to 60 students each year into a selective stream (out of a 220 PAN). Students who have reached a designated score in the '11+' test can apply to our selective stream to access a challenging academic curriculum.

We have a modern, purpose-built building offering fantastic facilities for both students and staff alike. The college network has undergone two years of a four year extensive refresh programme. We currently have six servers running Microsoft Data Centre 2016, configured as a Hyper-V Cluster. All 565 computers/laptops are running Windows 10 with Office 2016. Staff and students have remote access to applications, files and email. We also have a managed print solution running on the Papercut system. The network infrastructure switching and WiFi was replaced in the summer of 2016 to ensure the college has good connectivity and coverage across the site.

Job Description
ICT Technician Apprentice

Accountable to: ICT Network Manager
Salary: NJC Apprentice Rate

Age	1st year	2nd year
16/17	£8.028.93	£10.055.84
18/20	£11,020.11	£12,141.79
21/24	£13,873.52	£13,873.52
25+	n/a	£14,759.07

Contract Type: Full-time Apprentice (52 weeks per year)
Hours: 37 hours per week
Monday – Thursday 8 am – 4 pm
Friday – 8 am – 3.30 pm

During term time of the training institution, one day per week will be spent there. Otherwise, attendance to work at The Spires College will be Monday to Friday inclusive each week.

Introduction

This Job Description outlines the purpose and key tasks required to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties / specific tasks may be varied from time to time, which do not change the general character of the job or the level of responsibility entailed. This will allow flexibility for the school to respond to changing priorities and also support and enhance individual professional development.

Overall Purpose and Accountability

- Assisting in the use of ICT within the school environment through the maintenance of school ICT software, hardware and related peripherals.

Key Responsibilities

Specific Responsibilities

- Answer phone calls and respond as appropriate.
- Respond to day to day requests for assistance in the operation of hardware and software and to manage these requests via the ICT Helpdesk.
- Help to enforce the College's Acceptable Use Policies for staff, students and visitors.
- Installation and general maintenance of the college computer software and hardware.
- Resolve problems with software or hardware where possible or, where not possible, liaison with the ICT Network Manager or relevant agency to effect the repair or solution.
- Network maintenance including the setting up, amendment and removal or user accounts as appropriate.
- Undertake updates to the security of the school's network, to include carrying out software and hardware updates as required under the guidance of the ICT Network Manager.

- Help to maintain an accurate asset list of hardware and software licenses to meet audit and legal requirements.
- Liaise with relevant outside agencies to solve IT issues and implement recommendations.
- Ensure that IT equipment and work areas are kept clean and tidy and meet health and safety guide lines at all times.
- Keep up to date with software applications and new technology.
- Have a working knowledge of, and comply with, the Data Protection Act.
- Carry out such other duties as are required and as are commensurate with the grade of the post.

General Responsibilities
- Meet as required with the Line Manager to review work and determine priorities
- Be prepared to undertake appropriate training if, and when, required with line manager's agreement
- Ensure that responsibilities and duties are carried out with due regard to the policies and procedures of the College
- Comply with College Policies
- Take part in any staff College Appraisal Scheme and performance management
- Support the maintenance of good administrative practices in the College
- Respond positively, at all times, to the needs of students, parents, colleagues and governors
- Supervise a whole class in an emergency situation
- Carry out any other duties as designated by the Principal or their representatives within their capability as determined by the Disability Discrimination Act
- Act as a role model for students, particularly in dress, punctuality, behaviour, language and conduct
- Help create a strong college community, characterised by consistent, orderly, caring and respectful relationships
- Help develop a college culture and ethos that is utterly committed to achievement
- Create and sustain a positive learning culture

Supervision and Management
A certain amount of discretion is expected from the post holder in determining the need to refer to a more senior member of the team. It is expected that the post holder, having been set or embarked upon a task, will be able to work through this using some initiative.

Links with colleagues, service users or members of the public
The post-holder will routinely have contact with staff and students across the college and may also have contact with hardware providers.

Levels of Responsibility
The post-holder must follow departmental and college procedures relating to monitoring, user restrictions and data protection.

The post-holder will be the first line technician for the college ICT helpdesk. This will involve applying initiative to prioritise and diagnose system issues throughout each working day in order to complete requests in a suitable period of time.

Effects of Decisions

In the case of misuse, the post-holder has the authority to lock accounts and impose restrictions based on monitoring.

In the case of equipment, the post-holder has the authority to install and remove equipment routinely.

All activity should be recorded for audit purposes.

Resources

This role requires access to all data held at the college for the purposes of user assistance and system maintenance.

Work Demands

The post-holder will use an internal helpdesk system used for recording, allocating and resolving requests. Due to the nature of the work, interruptions are frequent and although the post holder will be allocated a set of jobs, the order in which these are completed will mainly be decided autonomously.

Physical Demands

The post-holder will be required to complete some manual lifting/carrying of equipment.

Working Conditions

This role is office based. However, significant amounts of time may be spent with users.

Work Context

There is regular contact with staff and students and some contact with external agencies. Contact with the public is limited. The post-holder will work with electronic/computer equipment.

Knowledge and Skills

Pre-requisites for this role:
- A sound base knowledge of computer networks, common software and hardware to enable the post holder to complete most standard tasks unaided.
- English and Maths to GCSE C.

This is a description of the job, as it is constituted at the date shown. This is not an exhaustive list and it is the practice of the College to examine job descriptions periodically, update them and ensure that they relate to the job performed, or incorporate any proposed changes. This procedure will be conducted by the Principal/Line Manager in consultation with the post holder.

Person Specification

The following list is indicative of the kind of person we are looking for but **not all of these criteria are essential**.

	Essential	Desirable	Method of Assessment
Manage-ment	▲ Working in a team		Application Form and Interview
Experience	▲ Positive attitude and demonstration of ICT Skills	▲ Awareness of H&S issues ▲ Experience of working with computers and networks	Interview
Practical Skills	▲ Knowledge of hardware and software diagnostics ▲ Problem solving abilities	▲ Experience of working with computers and networks	Interview
Commun-ication	▲ Clear written and spoken English	▲ Ability to discuss problems on a technical and non-technical level	Application Form and Interview
Personal Qualities	▲ Punctual ▲ Reliable ▲ Professional	▲ Technology enthusiast	Interview
Technology / IT Skills	▲ Core knowledge of ICT practises		Application Form and Interview
Education and Training	▲ Core knowledge of ICT Practices to NVQ3 or equivalent	▲ Suitable range of A Level / GCSE / GNVQ qualifications	Application Form
Equal Opportunities	▲ The Spires College and its staff have a statutory obligation to implement anti-discriminatory and equal opportunities when carrying out their duties		Demonstrate knowledge at Interview
Physical	▲ Able to carry out the duties of the post with reasonable adjustments where necessary		Application Form and Interview

How to apply
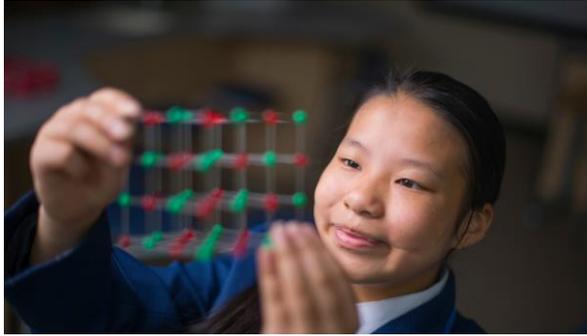
Please complete an application form, which includes space for a supporting statement (please use font size 11 or 12 and double spacing for this). Your supporting statement should include your vision for this role and how your experience and skills will equip you to realise this.

The application form can be downloaded from our website and should be returned to Nadine Osborne, the Principal's PA, **by 3 pm on Friday 11 May 2018,** preferably by email to: nosborne@thespirescollege.com.

If you do not receive an acknowledgement of your application by the deadline, please contact the college.

Interviews will be held on Tuesday 22 May 2018.

If you would like to arrange a visit or have an informal, confidential discussion, please contact the Principal's PA via the email above or telephone number below.

The Spires College
Westlands Lane
Torquay TQ1 3PE

Tel: 01803 400660
www.thespirescollege.com

THE SPIRES
— COLLEGE —