



WEST HATCH HIGH SCHOOL
a Specialist Business and Enterprise School
"THE BEST THAT I CAN BE"
Headteacher: Mr D Leonard BSc (Hons), Med
High Road, Chigwell, Essex, IG7 5BT

ICT Technician

22.5 hours per week (3 days a week) x 39 weeks per year

Scale 3, Points 4 – 5

Salary - £18,933 - £19,312 (FTE)

Actual salary - £10,293 - £10,489

Due to the success and continued growth of our school we are now looking to expand our IT Support team. We are seeking creative and energetic individuals who possess the skills and experience to assist our Information System Manager in the provision of a first class IT infrastructure to support quality teaching and learning across the school.

This is an exciting time to join West Hatch with an expansion of 350 students, new buildings to support and new technologies to implement. Why not come and join us on our journey?

West Hatch is a family and we are dedicated to developing staff and students into successful leaders. We offer wide ranging opportunities for staff to develop and take on roles that will support and open doors for them to progress in the future.

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share in the commitment. This appointment is subject to an enhanced DBS check and positive references.

Further details about this post and an Application Form are available by visiting our School website at www.westhatch.net

If you require additional information please contact recruitment@westhatch.net

Friday 8th January 2021 at noon

Early applications are encouraged as we will review applications as we receive them; and applicants may be contacted before the closing date.



West Hatch High School

POSITION ICT Technician

Responsible to: Mr D Leonard - Headteacher

Line Manager: Support & Network Manager

Grade: Scale 3

Purpose of Job: To provide assistance/support to the Support and Network Manager, teaching staff and pupils. To be responsible for the general maintenance of all ICT hardware and software.

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share in the commitment. This appointment is subject to an enhanced CRB check and positive references.

Example duties and responsibilities:

- Check IT Suites at regular intervals to ensure everything is tidy and in good working order. [Log, repair and replace where necessary]
- Support teaching staff/pupils in the technical aspects of ICT including the use of their own devices
- Assist with the installation of hardware and software
- Support the day-to-day use of hardware and software
- Troubleshoot non-routine problems and carry out testing to resolve, documenting final outcome and method
- Reset user credentials and assist with access problems across all platforms
- Proactively repair any simple faults and log more complicated faults on the help desk as appropriate
- Assist staff/pupil with software and any issues they are experiencing
- Be responsible for maintaining and updating the school website and Gateway content ensuring that all information is up to date and correct.
- Be responsible for creating and coding ID cards for staff and students

- Maintain the ICT disposals/scrapped equipment register and consumables stock lists
- Maintain printers and photocopiers, replacing parts/toners where required – log faults with provider where necessary
- Encrypt laptops and removable media to ensure General Data Protection guidelines are met
- To undertake any training commensurate with the post.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

The duties above are neither exclusive nor exhaustive and the postholder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.

November 2020

Person Specification: IT Technician

Qualifications and training <i>Evidenced through: Application</i>	Essential	Desirable
English/Maths GCSE (Minimum Level 4 or equivalent). Thorough understanding of Microsoft Operating Systems and Microsoft Office. Relevant NVQ level 2.	✓	
Relevant Level 3 qualification. Child Protection and safeguarding training. Good understanding of GDPR and requirements.		✓

Experience/employment record <i>Evidenced through: Application/Interview</i>	Essential	Desirable
Basic understanding of Server/client systems and networks. Good understanding of relevant IT hardware including desktops, laptops, printers, mobile devices etc. IT Helpdesk experience. Working in a similar role. Fault finding and problem solving skills and experience. Knowledge of a range of school software packages. Email system support. IT policies and best practice.	✓	
Working in a school setting. Understanding of Office 365. Website design and development		✓

Personal qualities <i>Evidenced through: Application/Interview</i>	Essential	Desirable
Confident, calm with a professional attitude Approachable Adaptable and flexible – able to respond to emergencies Responds positively to change Organised Resilient Able to multi task and prioritise workload Ability to work independently and part of a team Good communication skills – written and verbal Co-operative and able to support non-specialist colleagues Ability to hold positive relationships with students and staff Able to build effective relationships with third party organisations Positive and collaborative 'can do' attitude	✓	