



Job description - IT technician (0.4 post)

Context

Steiner Academy Exeter is a state funded school which opened in September 2013 and moved into our permanent, purpose built home in September 2015. We are adding year groups at reception (kindergarten) and year 7 (class 6) every year until we reach our full capacity of 624 children from 4-16 years in 2021. In the 2017 - 2018 academic year we have just over 400 pupils from Reception to Year 11.

We are now recruiting for an IT technician to join our support team immediately to provide first and second line support to staff and pupils in all aspects of ICT management. The successful candidate for this post will join our school in the first term of a new school year and will help to establish good working practice in our growing ICT department.

Post description

Job purpose: The primary focus of this post will be to provide ICT support and technical services throughout the school, including frontline support to end users, installation of software and maintenance and day-to-day running of the school's ICT systems.

Key working relationships -

- Data and office systems manager (line manager);
- Administration and finance team;
- Teaching and non-teaching colleagues;
- Students;
- Parents and members of the public.

Main responsibilities of the post

- Logging and reporting all technical faults on system
- Repairing and maintaining all office/school IT equipment fixtures and fittings
- Issuing and ordering IT equipment
- Managing the school network in conjunction with our IT support company
- Managing Office 365 in conjunction with our IT Support company
- Setting up IT equipment/It suite/Music recording studio, etc
- Supporting our Apple iMacs, MacBook Pros
- Deploying new applications/licences across network/individual equipment
- Ensuring back-ups, antivirus and web filters are functioning correctly
- Managing the Printers on the network using PaperCut
- Maintaining paper/toner supplies for all printers
- Assisting users with IT issues including support for our MIS (Arbor)
- Building a close relationship with the Facilities Manager & Facilities Team to ensure the smooth running of the school IT equipment

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope of the post. All members of staff are required to be professional, co-operative and flexible and undergo reasonable and directed professional development.

Person specification - Essential to this post

Qualifications, experience and training:-

- Educated to GCSE standard or equivalent
- Proven experience in similar IT Support roles
- Competent with Microsoft Office 365 & Windows
- Experience with:-
 - User Management - Changing passwords, etc
 - Application Deployment
 - Desktop imaging
 - Apple Macs
 - Anti-Virus
 - Web filters
 - Printers
 - Desktop imaging

Professional qualities

- Excellent communication skills, both verbal and written;
- Ability to remain calm in a noisy and busy environment;
- A flexible approach to working;
- Ability to establish and maintain excellent professional relationships with colleagues, students and representatives of external agencies;
- Ability to maintain confidentiality;
- Ability to work effectively on own initiative and as part of a busy team;
- Ability to prioritise tasks effectively and respond to quickly changing circumstances.
- Flexibility and willingness to work at least some of the time outside office hours

Person specification - Desirable:-

- Experience in a school environment
- Prepared to train away from base
- Prepared to take on additional duties and hours in the future
- Experience of using school management information systems (we use Arbor).
- Health and safety awareness training;
- Child protection training.

Remuneration

Salary: £6880 p.a. for 15 hours per week over 3-5 days. (£17,200 FTE)

This is a permanent post, based on 46.4 weeks per year (term-time and some holiday working).

Essential application information

Steiner Academy Exeter is committed to safeguarding children and young people and expects all staff and volunteers to share this commitment. Candidates must be suitable to work with children and will be expected to undertake an advanced DBS disclosure.

Candidates must have the right to work in the United Kingdom. Candidates from abroad will be asked to provide criminal records clearance from countries of residence, as well as evidence of eligibility to work in the United Kingdom.

Applications for the post must be made on the standard application form, which can be found on our website at www.steineracademyexeter.org.uk/information/recruitment . This is an online form, optimised to all commonly used PC/laptop operating systems.

The deadline for completed applications is 12 noon, Monday 6th November 2017. Interviews will be in the week commencing 13th November.

For informal communication about this post, please email recruitment@steineracademyexeter.org.uk

Please be aware that the SAE is not able to guarantee a school place for the children of staff. Whilst every effort will be made to ensure that staff who wish to enrol their children in SAE will be able to do so, the school's admissions arrangements and its statutory commitments to inclusion mean that no commitment can be made or certainty offered.

Jenny Salmon, Resources Manager July 2017