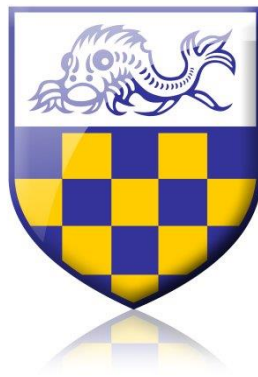**Longhill High School**
Rottingdean
Brighton

Information Pack 2025

ICT Technician – Role C
Full Time

Falmer Road
Rottingdean
Brighton
East Sussex
BN2 7FR
Phone 01273 304086
Fax 01273 303547

January 2025

Dear Applicant

Thank you for your application to join the community at Longhill High School. I hope you will find the contents of this pack both interesting and informative.

We would encourage you to find out all you can about the school to ensure that you are making your application from a fully-informed basis. You can visit our website at www.Longhill.org.uk

In March 2024 Ofsted said that *'Leaders support staff well. They are mindful of their workload. Staff feel motivated and valued. They are grateful for the encouragement that they receive and feel that it is helping them to improve.'*

Your commitment and enthusiasm towards the Longhill High School ethos, as well as the skills that you are able to bring to the school, will be key in our decision making process.

Shortlisting for interview will be based solely on the information you provide on the application form and covering letter. Please include evidence of how you meet the criteria set out in the person specification, providing examples where possible.

An application form can be found on the school website www.Longhill.org.uk . Please return your application by e-mail to: personnel@longhill.org.uk or by post for the attention of the, Heads PA, Longhill High School, Falmer Road, Rottingdean, Brighton BN2 7FR.

We take the issue of safeguarding children very seriously and all applications are processed accordingly. Please note that any appointments are made subject to enhanced DBS clearance, identity checks, continuous employment/employment gaps checks and satisfactory written references which we will apply for prior to the interview.

Thank you for your interest and we look forward to hearing from you.

Yours sincerely

Mrs R Otulakowski
Headteacher

Headteacher: Rachelle Otulakowski
Email: admin@longhill.org.uk
Website: www.longhill.org.uk

JOB DESCRIPTION

JOB TITLE: ICT Technician - Role C

SECTION: Schools

<u>Please note;</u> this is a Generic Job Description. It describes the level of responsibility that you will be required to undertake. Within this role you will be required to carry out the majority of the tasks listed, and your line manager will advise you of those that are not applicable.

Each school is organised differently and the range of duties carried out at each level may be different in each school. Some jobs may carry out a diverse range of duties whilst others may be engaged on a narrower range of tasks. The following role profiles give examples of the types of work that may be carried out at each level. The list is not exhaustive and is intended to give an indication to help schools assimilate jobs to the appropriate level.

<u>PURPOSE OF JOB</u>

Uses skills and knowledge acquired by experience and training to provide an effective technical support service to all users of school information and communication technology equipment and systems, including **taking responsibility for Incidents, Tasks and Problems of a more complex nature, e.g. tasks that may compromise network security or the resetting of devices that may affect multiple users, under the guidance** of senior ICT staff.

<u>PRINCIPAL ACCOUNTABILITIES</u>

Desktop & Applications Support / Server & Network Support / Configuration & Installation

- **Perform less straightforward ICT hardware repairs and upgrades**, including those outside of own experience, that may require **some investigation to resolve/complete.**

  Diagnose and resolve less straightforward PC, printer, peripheral and software faults and problems and carry out remedial action as required.

- **Take responsibility for Incidents, Tasks and Problems of a more complex nature, reflecting the greater experience required to this level, e.g. Tasks that may compromise network security or the resetting of devices that may affect multiple users.**

- **Use technical knowledge to discriminate between Incidents and Problems in order to understand when a quick fix is not sufficient to permanently resolve a problem and advise senior staff accordingly.**

- Set up and test equipment, security marking and recording asset details in a centralised system.

- Follow instructions **to maintain user accounts and permissions, e.g. lock user accounts of pupils accessing inappropriate material through the internet.**

- **Undertake basic analysis of trends in the usage of ICT equipment, services and infrastructure in order to pre-empt Problems and prevent future Incidents, thereby minimising network downtime or other interruptions to services.**

- Advise **and support students and staff in the use of ICT equipment and peripherals, answering more complex queries and demonstrating correct usage of specific programmes / systems, to ensure all users can access the available equipment.**

- Attend lessons when required to assist pupils with ICT work.

- Provide support to teaching staff in relation to the preparation and delivery of units for the National Curriculum, e.g. assist with preparation of ICT material from curriculum guidelines.

- Assist with ad hoc ICT projects, e.g. testing network software and installing local software.

- **Liaise with equipment supplies as required to discuss purchase of equipment/consumables within agreed guidelines and budget constraints.**

- **Liaise with external contractors/suppliers to arrange installation /maintenance / repair of ICT equipment/services as required**.

Health & Safety and other Policies

- Be aware of and comply with policies and procedures relating health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

- **Raise awareness among staff, pupils and other users of Health & Safety procedures, e.g. give a brief safety induction session for new teachers/users, suggest to a member of staff that moving a monitor would reduce eye strain.**

Budget and People Management

- Purchase **lower value items, e.g. one-off software or peripherals**, following school procedures.

- **Track expenditure against a budget and produce simple estimates for planned expenditure on consumables.**

- **Provide technical guidance and encouragement to less experienced colleagues to help develop expertise within the team and ensure that a complete ICT support service is available to all users.**

Micellaneous

- Participate in training and other learning activities and performance development as required.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to *undertake* various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

PERSON SPECIFICATION

Post Title: ICT Technician – Role C

Department: Children and Young People's Trust

Section: Schools

Essential Criteria

Job Related Education, Qualifications and Knowledge	**Practical/vocational qualifications,** equivalent to ITQ level 2, Microsoft Certifications IT Practitioner Level 2. **Detailed** practical knowledge of the **Windows operating system.** **Good understanding and knowledge of all software and hardware** in use within the school. **Knowledge of** networking **and communications technology, e.g. Windows File Server Networks.** **Knowledge of ICT initiatives and developments** in schools/colleges. **Understand the role of a knowledgebase in recording and retrieving known solutions to problems**. - Understand the difference between an Incident and a Problem. **Up-to-date knowledge of current ICT developments and technologies.** - Understand and follow school purchasing procedures. - Knowledge of school structure, year groups and staffing structure.
Experience	**Practical experience in an ICT technical support environment.** - Experience of delivering high quality customer service. **A confident user of the majority of hardware and operating systems in use within the school.** **A confident user of the majority of desktop applications including educational software**. **Experience of installing, configuring and upgrading hardware and software and troubleshooting in a networked environment with a minimum of supervision.** **Experience of working as part of a team in a busy IT support environment and providing desktop and network support in accordance with contracts or service level agreements.**
Skills and Abilities	- Able to use email and browse the web. - Good **problem-solving skills with the ability to analyse Incidents and Problems and undertake thorough investigation and resolve a more varied range of problems** without close supervision, **some of which are non-routine and outside of own experience.**

	• Able to **use both hardware and software analysis tools effectively.** • Able to **identify and resolve semi-routine hardware/software failures/faults.** • Able to communicate technical information in simple terms to pupils, staff and Governors. • Excellent customer care skills, in order to deal with 'customers' in a polite and empathetic way. • Able to work methodically and accurately. • Able to read and understand software licensing and related legislation. • Able to accurately calculate distances for cabling purposes. • Able to **prioritise own workload** on a day-to-day/weekly basis, including **planning the implementation of software / hardware upgrades / replacements to ensure minimum disruption.** • Able to **assist in the planning of one-off projects, e.g. over several months.** • Able to **advise teachers, other staff and pupils on the use of software/hardware using non-technical jargon**. • Able to **research and evaluate new software and make recommendations on their suitability to line manager/teaching staff.** • **Keep abreast of new technological advances by meeting with reps, researching information in catalogues, magazines and the internet, etc.** • **Able to produce a simple web page**. • Able to **communicate effectively with suppliers, e.g. discuss and agree the price of software licences / equipment / cabling within agreed guidelines.** • Able to **help with the induction of new ICT Technicians** as required. • Good record keeping skills. • Able to lift and handle ICT equipment.
Equalities	• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.

SUMMARY STATEMENT ON USE OF DISCLOSURE INFORMATION IN RECRUITMENT & SELECTION

Introduction

Thank you for applying for a position within Brighton & Hove City Council. You have applied for a post or voluntary work that falls under the definition of 'regulated position' under exemptions to the Rehabilitation of Offenders Act 1974. This means that a criminal conviction check (or disclosure) will be undertaken on any individual who is offered the post. Where appropriate (where the post involves working with children or vulnerable adults) details will also be checked against the Department of Health and Department for Education & Skills lists. These checks are undertaken by the Disclosure & Barring Service (DBS) only when a conditional offer of employment has been made but you will be asked during the recruitment process to declare any relevant information.

It is the intention of Brighton & Hove City Council not to discriminate unfairly against individuals on the basis of their previous offending history. Possession of a criminal record is not an automatic bar to obtaining employment or voluntary work.

The purpose of this Statement is to provide assurance to applicants that the information released in Enhanced Disclosures is used fairly and that sensitive personal information is handled and stored appropriately and kept for only as long as necessary.

Handling of Disclosure Information

Recipients of Disclosure Information at Brighton & Hove City Council will only disclose this information to the recruiting manager and Human Resources Manager. Unauthorised disclosure of any information provided by the DBS is an offence under Section 124 of the Police Act 1997.

Disclosure Information will be securely stored and will be retained for a maximum period of six months unless, in exceptional circumstances, formal written agreement of the DBS is obtained to retain them for a longer period. Brighton & Hove City Council as a Registered Body must comply with the DBS Code of Practice. All matters relating to the use of Disclosure Information will be undertaken in accordance with the DBS Code of Practice and Brighton & Hove City Council's Code of Practice on the Use of Disclosure Information.

Further Information

If you are successful in obtaining a conditional offer of employment (or have been accepted as a volunteer), you will be sent further information on the Disclosure process including guidance on completion of the Disclosure Application Form. Disclosures for employment will be funded by the Council and Disclosures for Volunteers are free of charge.

Further information on the DBS and the Disclosure process including the DBS Code of Practice can be obtained by visiting the web site: www.homeoffice.gov.uk/dbs or by calling 0870 90 90 844.

Further information on the Council's Policy on the Recruitment of Ex-Offenders and the Code of Practice on the Use of Disclosure Information can be obtained by contacting Human Resources on (01273) 292313.