

Job Description for IT Technician

The Ladies' College

The Ladies' College was founded in 1872. It operates as a direct grant school within the Bailiwick of Guernsey and the Principal is a member of the Girls' School Association (GSA). There are approximately 580 pupils between the ages of 2 ½+ and 18. The Junior School, The Ladies' College, Melrose, (180 pupils) occupies a separate building with its own staff and includes our Pre-Preparatory Department. The Ladies' College, Senior School and Sixth Form (400 students) occupies purpose-built premises opened in 1963 and has recently been both refurbished and extended. "The Wessex Wing", which includes dedicated teaching spaces for Mathematics, English, Music, and a modern Library and Refectory was opened in September 2016. We have a rolling programme of refurbishment which has included an additional laboratory being created, the upgrading of two other laboratories and most recently a Food Technology room.

In our Pre-Preparatory Department our pupils follow the early years curriculum in small groups, the maximum at any one time being 28. In Melrose we are a one form entry school, with a maximum of 20 pupils in the Preparatory Department and 24 in the Junior Department. In the Senior School we have a three-form entry at Year 7 and most classes comprise 18 to 24 pupils. Our students take ten (I)GCSEs, on average, and the vast majority proceed on to the Sixth Form. The College operates a Sixth Form (100 students) partnership with Elizabeth College (HMC boys' direct grant school).

In our last ISI Inspection, the College was judged as excellent in all categories, most notably: in the quality of the students' achievement and their learning, attitudes and skills; their spiritual, moral, social and cultural development; curricular, co-curricular and community links and arrangements for welfare, health and safety.

We believe that a young person will achieve their best if they are happy and inspired to do well by experienced and enthusiastic adults who care about them as individuals. We care as much about our pupil and students' well-being and happiness as we do about their academic progress.

The Department

The IT Department consists of the Network Manager and their supporting team, currently comprising two IT Technicians both of whom service help desk calls and an IT/Web Design Specialist. The College runs a PC based network, presently running Microsoft Windows 10 and associated Server products. The College also extensively uses SharePoint, Teams for Education and all of the Office365 Suite, including Azure AD and Intune. The College has a site wide wireless network enabling Bring Your Own Device access to both staff and students using both PC Laptop, Surface Tablets and some Apple iPads. The Surface tablets are managed via Intune.

Candidate Criteria

All necessary training will be provided but this post requires:

- Good communication and interpersonal skills.
- The willingness and ability to work collaboratively as part of a team.
- The willingness and ability to undertake further training as necessary.
- It is desirable, but not essential, that the successful candidate will be familiar with Microsoft consumer and server products, Cloud Computing such as SharePoint, Azure AD and Intune, Apple server and consumer products as well as having a good understanding of network technologies.

Role and Responsibilities

- Assist in the running of the College cloud-based computer systems
- Assist in the running the College backup systems
- File transfer and conversion of video and sound clips
- First line support for users and the Help Desk
- Provide support for staff and some training, as appropriate
- Manage departmental documents and user guides including updating of the same
- Routine checks on start-up/shut down of machines throughout the year including holidays
- Routine daily maintenance of the computer network including checks on printers, machines, smart boards and projector connectivity
- Data archiving and backup monitoring
- Provide some emergency response coverage, including out of hours
- Install and test new machines
- Monitor network performance and prepare usage statistics
- Complete some data entry and checks, as appropriate
- Under the direction of the Network Manager, manage, respond to and update help desk calls.
- Provide support to teaching staff in overcoming technical difficulties in the classroom as appropriate.
- Under the direction of the Network Manager, undertake routine proactive tasks and other preventative measures.
- Use monitoring tools to identify, correct and record system problems, including resetting of passwords, installing new hardware and software, taking backups and keep appropriate records of such changes.
- Contact third party support lines and resources where necessary to pursue technical issues.

- Monitor setup and replace consumables in printers and other peripheral devices.
- Assist users in being able to use portable devices to access internet-based resources and to assist in the uploading and provisioning of online resources such as Office 365.
- Undertake evening and other out of hours support tasks in negotiation with the Network Manager as required.
- Manage, maintain and develop the College's use of Multi-Functional Devices within College
- Interrogate data from our management information systems and produce customised reports and data for colleagues' analysis and reporting to the Senior Leadership Team and Governors
- Work alongside our team of IT specialists to provide a structure that ensures IT is developed to be relevant, consistent and cost effective and to meet the needs of the College community.

Hours

07:30-16:00 Monday – Friday with a 1-hour lunch (unpaid) is to be taken daily. Lunch is to be scheduled by agreement with the Network Manager to ensure IT cover throughout the course of the day.

The IT Technician will also be available to work adjusted hours on request by the Network Manager. This is to support the College's programme of evening events (which require IT support). Adjusted hours are to be requested and agreed with a minimum of 5 working days' hours' notice to allow appropriate planning within the department.

The above hours are to be worked 44 weeks/year, with an allowance of 8 weeks' holiday, as outlined below. Any adjusted hours are to be agreed with the Network Manager and should ensure IT cover is available when the College is open.

Annual Leave is to be taken in accordance with the College's academic year as follows:

- 2 calendar weeks over the Christmas period
- 1 calendar week over the Easter period
- 4 calendar weeks over the Summer period
- 1 calendar week in either Michaelmas or Lent half-term

The above seeks to ensure there is IT support in place for 50 weeks/year and includes Bank Holidays.

Weekend work (Saturday and Sunday) is negotiable and should be discussed with the Principal. Time needed for the event will be paid in time in lieu or at the hourly rate.

Line Management

Reports to the Network Manager.

Remuneration

The remuneration for this post will be fixed at Point 762 of the States of Guernsey ‘Non-Standard’ scale; which equates to £29,342/annum FTE.

Pension

All colleagues employed on permanent contracts are automatically enrolled in the States of Guernsey Public Servants’ Pension scheme, a contributory defined benefit pension scheme on a Career Average Revalued Earnings (CARE) basis. The current employer contribution rate is 14.1% of salary at the time of writing. The current employee contribution rate is 7.5% of salary at the time of writing. This is fully transferable into and out of the DfEE Teachers’ Superannuation Scheme.

Other benefits

All colleagues employed on permanent contracts are eligible for a one third fee reduction (pro-rated for part-time staff) for one daughter based in either the Senior School or Melrose. A further one quarter fee reduction (pro-rated for part-time staff) is available for a second daughter. Details regarding places and entry requirements are available from the Registrar.

Living and working in Guernsey

Residence in Guernsey is controlled by the Committee for Home Affairs who have political responsibility for “The Population Management (Guernsey) Law, 2016”. The College is required to apply for either a Short-Term Employment Permit (STEP), duration up to 1 year, a Medium-Term Employment Permit (MTEP), duration up to 5 years, or a Long-Term Employment Permit (LTEP), duration up to 8 years, on behalf of employees who are not locally qualified residents.

Please note that there is no Employment Permit associated with this role and therefore applicants must have, and be able to provide evidence of, permission to reside and work in Guernsey.

Equal Opportunities

The Ladies’ College is an equal opportunities employer and does not discriminate against applicants on any grounds. The criteria for selection relate purely to the suitability of an applicant for the job for which they are applying.

Safeguarding

The Ladies’ College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening including an enhanced criminal records bureau check and be able to prioritise the well-being of young people in our care.

As part of the recruitment process, and once employed, there is a responsibility on an individual to disclose unlawful activity to the Principal, should this situation arise. There is also a requirement for all employees to seek permission for and disclose details of additional employment, and to disclose details of personal business interests (or those of a member of their immediate family or some other close personal connection) which may conflict with their role at the College. All requests and disclosures should be made in writing to the Principal in a timely manner, with permission being sought prior to any additional employment being taken up.

Data Protection

This data has been requested by The Ladies' College exclusively for the purpose of recruitment. The Ladies' College will ensure that this is processed in compliance with its Privacy/Data/General Data Protection (GDPR) policy and Data Protection (Bailiwick of Guernsey) Law, 2017, and will ensure that any information disclosed within this form is not passed to anyone who is not authorised to have this information.