IT Engineer

(2nd Line Support)

NJC Grade D (SCP 7)

Closing Date: Tuesday 21 May 2024 at 10.00am

Interview Date: Thursday 30 May 2024

Exmouth Community College, Gipsy Lane, Exmouth, Devon. EX8 3AF

www.exmouthcollege.devon.sch.uk

Headteacher: Tom W. Inman BSc, PGCE, NPQH, MTeach

Letter from the Headteacher

Dear Applicant

Thank you for your interest in Exmouth Community College. We have an exciting opportunity for a committed and passionate colleague to join our community of highly motivated staff, enthusiastic students, supportive parents and knowledgeable Governing Board. Having only recently arrived at ECC myself (having been a Headteacher at another large Secondary near Bristol for five years) I have been blown away by the warmth of the welcome that I've had here and I can assure you of the same.

You will be joining the College at a really exciting time, just as we come to the end of a major upgrade of our site and facilities. This includes the 'showpiece' £13 million Elizabeth Lee building, a new Maths block, a new student canteen, other significant refurbishment and the creation of a vast green open area for our students. This will allow us to provide an exciting and very broad educational experience for the next generation of ECC students in inspiring, state of the art facilities.

We are also in the process of looking to join a Multi-Academy Trust. Having spent a great deal of time reviewing our position, we believe that joining a Multi Academy Trust will continue to improve the experience that we provide for our students and the professional opportunities that this will bring our staff.

We have a broad view of education. We actively focus on the quality of our curriculum and in ensuring that our students leave ECC with the very best outcomes that they can from a wide range of subjects. But much more than this, we want to prepare our students for all the opportunities and challenges that life will throw at them. Exposing them to a wide range of experiences and opportunities beyond the classroom will prepare them for the world of work and build the character they need to lead happy, successful and fulfilled lives.

We put the development of staff at the centre of our philosophy, including a unique Assistant Headteacher role with responsibility for our staff and their development. We take it really seriously, and very much subscribe to Richard Branson's mantra to develop our staff well enough so they can leave but treat them well enough, so they don't want to.

There is a really strong sense of community at ECC. Through us all working together as staff, families and governors, and pulling together as one community, we will continue the work to build a College that caters brilliantly for its community and prepares our young people for their future.

So if you are looking for a school that is focussed on ensuring consistently great learning experiences for our young people, both in and out of the classroom, investing in your well-being and professional development, and where your passion and ideas will be welcomed enthusiastically, we would love to hear from you.

I hope that you find the information in this pack to be both interesting and informative. I would also urge you to explore our website to get a deeper understanding of what we are all about. Whilst we are in the process of finalising our new 'School Vision, it will, I hope, give you a sense of why we are so proud of our students and community.

I recognise that much time and thought goes into preparing an application, which I thank you for in advance. In turn, we will give your application serious consideration.

If you require any further information regarding the post or the application process, please do not hesitate to contact us.

With warm wishes

Tom Inman
Headteacher

Job Description

Title: IT Engineer – 2nd Line Support

Contract Type: Permanent

Start Date: ASAP

Grade: NJC Grade D

Salary: £24,294 – actual starting salary per annum

Hours: 37 hours per week x 52 weeks of the year
                        Monday to Thursday 8.00am – 4.00pm & Friday 8.00am – 3.30pm
                        (includes a daily 30 minute unpaid break)

Reporting to: IT Manager / IT Operations Engineer

Responsibility for: No line management responsibilities

Purpose of the Job

We are seeking to appoint an IT Engineer to work within a friendly team of five, to support the College IT infrastructure & operations. The role will involve working with students and staff to provide second line support in their use of IT. The post holders will be required to diagnose and repair technical faults, passing onto third line support if necessary. Some of the work will be routine maintenance, equipment set-up and low-level fault finding, as well as routine administrative tasks including management of user accounts and logging faults.

Some evening work may be required e.g. to support events in main hall etc., for which TOIL will be given.

Key Responsibilities

- **Technical Support**: Provide technical assistance and support to end-users either in person, via phone, email, or remote desktop tools. This includes troubleshooting hardware and software issues, diagnosing problems, and resolving technical issues efficiently.
- **System Maintenance and Upgrades**: Regularly updating and maintaining computer systems, including installing and configuring software and hardware components such as operating systems, drivers, and security patches. This may also involve assisting the IT Infrastructure Engineer doing system upgrades and migrations.
- **Cloud Operations (365)**: Support the IT Operations & Cloud Services Engineer in supporting collaboration tools like SharePoint Online, Microsoft Teams and Power Automate.
- **Network Management**: Support the IT Infrastructure Engineer to setup and manage local area networks (LANs), wide area networks (WANs), and other networking infrastructure. This includes configuring routers, switches, firewalls, WiFi access points, and other networking devices, as well as monitoring network performance and security.
- **Data Backup and Recovery**: Implement and manage data backup and recovery solutions to ensure the integrity and availability of data in case of hardware failures, disasters, or other emergencies.

- **Security Management**: Implement and maintain security measures to protect computer systems, networks, and data from unauthorised access, cyber threats, and malware. This may involve installing and configuring antivirus software, firewalls, intrusion detection systems, and other security tools.
- **User Training and Documentation**: Provide training and support to end-users on how to use computer systems, software applications, and other IT resources effectively and securely. This may also involve creating and maintaining documentation, user guides, and knowledge base articles.
- **Hardware and Software Procurement**: Assist with the procurement of IT hardware, software, and services by researching products, obtaining quotes, and liaising with vendors and suppliers to ensure that the organisation's IT needs are met within budget and quality requirements.
- **IT Asset Management**: Track and manage IT assets such as computers, servers, software licenses, and peripherals throughout their lifecycle, including inventory management, asset tracking, and disposal or decommissioning when necessary.
- **Problem Solving and Troubleshooting**: Investigate and resolve complex technical issues and challenges by analysing symptoms, identifying root causes, and implementing appropriate solutions in a timely manner.
- Assist the IT Manager / Team members with any IT duties allocated when required to do so.
- Any other duties commensurate with the grading of the post.

Working Conditions
- Normal office environment.
- Outdoors – exposure to weather conditions

Physical Demands
- Medium – Involves walking, standing and exerting force to move/lift objects for the majority of the working day.

Person Specification

Attributes	Essential	Desirable	How Identified
Qualifications			
GCSE English and Maths at Grade 6 (B) / Level 2 qualification or above, or equivalent training / experience	✓		Application, Certificates.
Relevant Health and Safety qualification		✓	
Microsoft technical qualification or equivalent technical experience		✓	
Experience			
Practical experience and knowledge of basic IT systems	✓		Application, Interview, Assessment/ Observation, Reference.
Working within an education setting		✓	
Evidence of relevant Continuing Professional Development		✓	
Working effectively within a school environment		✓	
Practical experience and detailed knowledge of IT systems including: PC repair and maintenance, support of Local Area Networks, Internet and O365 use. Installation and maintenance of Microsoft products including Windows 10.	✓		
Management of Network switches and VLANS		✓	
Support of Apple hardware and software		✓	
Practical experience installing and supporting AVA hardware		✓	
Working within an education setting and installation and maintenance of educational software		✓	
Experience with RM connect CC4 technologies		✓	
Skills and Knowledge			
Organised, able to prioritise workload and meet deadlines whilst maintaining accuracy under pressure	✓		Application, Interview, Assessment/ Observation, Reference.
Capacity to take responsibility, use initiative, work independently and demonstrate a proactive approach	✓		
Ability to work actively, productively and flexibly as part of a team	✓		
Advanced user of IT, including Microsoft Office packages	✓		
High level of ICT/AVA skills, particularly in the use of MS Office products and o365	✓		
Ability to learn and understand the RM management console	✓		
Previous experience with RM managed networks	✓		
Ability to improve and develop new systems		✓	
Excellent written skills and ability to communicate effectively with people at all levels	✓		
Awareness and understanding of data protection and confidentiality	✓		
Use of SIMs *(training will be provided)*		✓	
Knowledge of Health and Safety procedures		✓	
Personal Qualities			
Adaptable, flexible and creative	✓		Application, Interview, Assessment/ Observation, Reference.
Problem solver, analytic and strategic thinker	✓		
Enthusiastic and motivated	✓		
Proactively generates positive working relationships	✓		
Ability to relate well to children, young people and adults	✓		

Additional Criteria

We have an expectation that <u>all</u> staff employed at Exmouth Community College will:

- Commit to the safeguarding and welfare of all students
- Understand and recognise the principles of equality and diversity
- Commit to regular and on-going professional development and high standards
- Demonstrate and promote good practice in line with the ethos of the College

Important Information

Please read the *Application and Recruitment Guidance Notes* available from the College website before completing your application.

We are committed to providing the best possible care and education to our pupils and safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. As part of our commitment, we need to ensure that all potential employees satisfy our employment checks. Please note that where appropriate, shortlisted and/or potentially suitable applicants will be required to undertake further checks. A satisfactory Enhanced DBS Disclosure (with Barred List check) will be required before the successful candidate can commence employment at Exmouth Community College.

Exmouth Community College will treat applicants who have a criminal record fairly and do not discriminate because of a conviction or other information revealed. As part of the recruitment process such information will only be considered in light of its relevance to the post for which you are applying. Failure to disclose previous criminal history could result in the withdrawal of an offer of employment. All information disclosed will be treated in the strictest confidence.

All shortlisted candidates will be required to declare information on any convictions, cautions, reprimands or final warnings, which would not be filtered in line with current guidance (see: DBS filtering guide - GOV.UK (www.gov.uk)). Therefore, if your application is shortlisted, and if you have received a conviction or caution which would not be filtered in line with current guidance, you must provide details on the Self Declaration form which will be provided to you.

This involves engaging in regulated activity relevant to children. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.

To Apply

Please complete the Support Staff application form available from the College website. Your completed application form should be submitted before 10am on the closing date.

Early applications are encouraged. Exmouth Community College reserves the right to interview and appoint prior to the closing date of the advertisement, should the College be able to identify an appropriate candidate.

Email to: recruitment@exmouthcollege.devon.sch.uk
Or post to: Human Resources, Exmouth Community College, Gipsy Lane, Exmouth, Devon, EX8 3AF

Questions?

For further information about this post please contact Lorna Jones:

Email: lorna.jones@exmouthcollege.devon.sch.uk   Phone: 01395 255687