THE PERFECT ENVIRONMENT

ICT Support Technician

Candidate Information

LEARNING | CARING | ACHIEVING
Dear Colleague

Thank you for showing an interest in our College and in what I believe is a really exciting opportunity.

Eggbuckland Community College opened in 1979 in a pleasant, residential area on the outskirts of north-east Plymouth. A popular and successful school, we chose to convert to 'Academy' status in 2013. In 2015, we established a Multi-Academy Trust to support a local primary school in special measures.

Although our College's intake is typically skewed below the national average, we generally enjoy excellent academic and vocational success and our students tend to do better than their ability would otherwise indicate. As such, we have been recognised by the Specialist Schools and Academies Trust for Continuous Outstanding Achievement.

We pride ourselves on our 'learning caring achieving' ethos: teaching is of a very high standard and creative and diverse, with great emphasis placed on exploring a range of styles, as we appreciate that one size does not fit all; our vertical pastoral system maximises inclusion, and students are offered a wealth of extra-curricular opportunities to help them develop the skills and qualities that will stand them in good stead. This is greatly facilitated by an extensive Community Learning programme.

In our very successful Ofsted inspection in June 2016, we received a 'Good' grading. Our mission is now to further improve our practices and become the truly outstanding College that we have the drive, determination and ambition to be.

Yours sincerely

Katrina Borowski
Chief Executive Officer of Eggbuckland Community College Academy Trust; Principal of Eggbuckland Community College
Eggbuckland Community College Academy Trust is a happy, supportive, exciting and inspirational place to work or be a student. The Trust comprises Eggbuckland Community College, an 11-19 secondary school with approximately 1100 students on role, and Austin Farm Academy, a primary school with just over 200 pupils.

Set in a stunning 44 acre site, Eggbuckland Community College has a unique learning environment and visitors to us invariably comment on how friendly and welcoming we are. Our consistently successful track record and commitment to community is reflected in our status as the lead institution of Plymouth's first Multi-Academy Trust. ‘Learning Caring Achieving’ is very much at the heart of our ethos; we want our students to really enjoy their time with us, make the most of the wealth of opportunities available to them, and achieve to the very best of their ability.

We are extremely proud of the fact that students at Eggbuckland make excellent progress, consistently placing us in the top 20% of schools nationally. This is as a result of high quality teaching and excellent care and guidance throughout the College.

In June 2016, Ofsted rated us as a 'Good School' and we have further refined our practices in many areas since.

We continually review the nature and quality of our staff training and put significant investment into the development of colleagues at all levels and in all roles. We are embedding Building Learning Power (Guy Claxton) into our teaching and learning and the impact of this has helped secure 93% good and outstanding lessons.

Nearly 2 years ago, we became a PiXL school to benefit from sharing best practice with schools across the country.
Our curriculum provides choice and inspiration for students of all abilities and aptitudes; we continually deliver a full range of traditional, academic subjects but also offer an extensive and successful range of vocational qualifications.

Each year we are delighted with the very high proportion of our students who gain places at the universities of their choice or secure employment and apprenticeships with top employers.

As important as great results is the fact that our students leave us with the skills, qualities and qualifications they need to go on to play a key role in their community as active, responsible and dependable citizens.

Our House system is at the core of our pastoral organisation: students are in small, vertical (mixed age) tutor groups which meet at the start of every day. Tutors have an overview of the progress, interests, talents and needs of each of their tutees and work closely with parents and colleagues.

There is very healthy, inclusive competition between the Houses to gain positive points. These lead to a range of rewards, given termly, that students can achieve collectively and as individuals.

The views of students at Eggbuckland are really valued and there are genuine opportunities for them to shape the future of our College. We have a very active student leadership programme and students meet regularly with senior staff to discuss their experiences and ideas about the College.

Communication with parents is seen as absolutely fundamental to supporting and caring for our students. Through the use of a secure, personal log-in to our College network, parents are able to access up to date information about their child whenever they wish. This includes attendance and timetable, as well as progress in every subject and positive comments from teachers.

Parents also have direct email contact with their child's tutor so that communications can be picked up daily and acted upon promptly. To facilitate communications, a member of the Leadership Team is timetabled to be on duty at all times during the College day.
The College’s Parents’ Forum discuss and debate key issues and advise about a diverse range of topics. The Trustees of our Multi-Academy Trust are proactive, supportive and well-informed; they are frequent visitors to the College and take their role very seriously.

Eggbuckland offers a huge variety of extra-curricular opportunities from annual productions in Dance, Drama and Music to College teams in twelve different sports. There is an extensive programme for more able students, as well as homework clubs and after College support in every subject area.

The College is also home to Joola Plymouth Table Tennis Club, one of only four centres of excellence nationally. Our Activate Programme offers an impressive range of sport and fitness related activities out of College hours for the wider community and is used by over 1000 Plymouth residents each week.

The wider community is very important to everyone at Eggbuckland. We have an exceptionally successful working relationship with local primary schools and together formed the Endeavour Learning Community Trust (ELCT) in 2013. In March 2015, we formed a Multi-Academy Trust with Austin Farm Academy, one of the ELCT schools, and are supporting the school to secure a positive outcome at their next inspection. This partnership is proving extremely rewarding for both schools and we are constantly exploring the ways in which we can work more effectively together for the benefit of all our young people.

As a College, Eggbuckland is on a journey of consistent progress and improvement. We pride ourselves on always trying to do what is best for our students and staff and are not afraid to make difficult decisions or take action to secure these outcomes. Ultimately, of greatest importance is that our students leave us equipped with the skills, qualities and achievements they need to be successful in life.
Job Description

Job Title: ICT Support Technician

Hours: 1566 total hours including INSED Days
Monday – Thursday 08.00 – 17.00, Friday 08.00 – 16.00
(1521 hours, 39 Hours per week, 39 weeks per annum term time)
Remaining 45 hours per annum to be worked by prior agreement at other times during College holidays

Scale: Grade B

Contract Type: Temporary Contract

Responsible to: ICT Support Manager

Working: Throughout the MAT and customers of ECCTS

The following is only an outline of the duties and responsibilities of the post, which may change from time to time. This job description may be altered from time to time following consultation with the post holder in line with the changing needs of the College. In all its activities the College follows a policy of continuous improvement.

The main duties of the post are as follows. In all activities the post holder will not attempt to carry out tasks beyond his/her competence and/or training.

The post holder will:

General
1. Supply 1st line support to staff and students
2. Be responsible for promoting and safeguarding the welfare of young people s/he is responsible for, or comes into contact with.
3. Carry out daily checks of ICT Suites and all loan equipment
4. Provide support to the Eggbuckland Community College and ECCTS customers via the Eggbuckland ICT Helpdesk
5. Maintain and Issue consumables (e.g. paper and toner cartridges).
6. Maintain/Install CCTV and Access Control systems
7. Assist in the management of all ICT resources, equipment and software to meet the Curriculum and Administration needs of the College and Primary Schools.
8. Maintain and provide support for all aspects of ICT equipment and software
9. Log all ICT requests in the ICT Support Helpdesk software.

Customer Service
1. Maintain a high standard of ICT Support to all staff and students.
2. Ensure tasks are completed on time
3. Log all helpdesk request using the ICT Support Helpdesk software (Zendesk)
4. Ensure clear and professional communication with both staff and students.
**Network Management**
1. Set up, maintain and remove network user accounts and groups where appropriate
2. Set up and maintain e-mail accounts
3. Ensure the anti-virus software is installed, kept up to date and working properly
4. Ensure that Windows Update is done on all Computers/Laptops at all customer sites.
5. Assist with the configuration of images or standard installation of workstations/laptops/servers

**Software**
1. Install and test new software and undertake problem-solving to ensure efficient working
2. Make software available to appropriate users by amendments of Desktops and Start Menus
3. Keeps tablet devices up to date.
4. Install apps on tablet devices
5. Maintain a driver library
6. Maintain secure storage and recording of media, licences, manuals and installation information.
7. Setup workstations and laptops

**Hardware**
1. Check new ICT equipment on arrival, security mark, and record details the College inventory.
2. Maintain computer peripheral equipment such as scanners, printers, whiteboards, and projectors as directed
3. Assist with the periodic audit of ICT equipment

Undertake tasks of a similar nature within the capacity of the post-holder, as requested after discussion.
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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>EXPERIENCE AND JOB KNOWLEDGE</strong></td>
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<tr>
<td>Experience providing ICT Support</td>
<td>Good Knowledge of Microsoft products e.g. Office, Windows 7, Windows 10 and Windows Server Operating Systems etc.</td>
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<td>Basic Hardware Knowledge</td>
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<tr>
<td>Basic Knowledge of Windows 7</td>
<td>Good knowledge of PC and Laptop repair/troubleshooting.</td>
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| JOB RELATED ABILITIES                         |                                                                           |
| Ability to:                                   |                                                                           |
| • Work in a team.                             |                                                                           |
| • Work using his/her own initiative.          |                                                                           |
| • Communicate well and have good interpersonal skills |                                                                       |
| Be sensitive to the different levels of peoples ICT Skills. |                                                                       |
| Demonstrate practical and problem solving skills. |                                                                       |
| Evidence of:                                  |                                                                           |
| • An adaptable and flexible approach to work. |                                                                           |
| • A broadminded and calm personality         |                                                                           |
| • A sense of humour.                         |                                                                           |
| • Honest and Trustworthy                      |                                                                           |
| • Motivated                                   |                                                                           |
| Full UK driving Licence                       |                                                                           |

| QUALIFICATIONS                                |                                                                           |
| Minimum of:                                   |                                                                           |
| • GCSE qualifications in English, Maths       |                                                                           |
| 5 A*-C in GCSE’s or equivalent                |                                                                           |
| GCSE/A Level qualification in ICT or equivalent |                                                                       |

| PHYSICAL REQUIREMENTS                        |                                                                           |
| General good health and stamina               |                                                                           |
If you require further information regarding this post, please email Mark Orzel, ICT Support Manager, morzel@eggbuckland.com

We do hope that, having read the details about our College and this exciting post, you will want to apply. If so, please do so through our website, www.eggbuckland.com, and upload your application through TES HireWire as instructed to arrive no later than Friday 4th August 2017.

Whatever the outcome, we are most grateful for your interest in this post and wish you every success with your application should you choose to proceed.