



ASSISTANT IT TECHNICIAN Job Description

Job Title: Assistant IT Technician

An opportunity to join a dynamic ICT team helping to develop innovative solutions to 21st century teaching environments. Monkton Combe are a leading Google G-Suite practitioner looking to appoint an assistant IT Technician to support its fresh round of investment in new technology and deployment of 1:1 Chromebooks.

Relationships: The post holder is responsible to the Network Manager in all matters.

Fundamental Tasks: To assist with the development, operation, management and maintenance of the School's ICT infrastructure and to develop effective relationships with staff and pupils across the School sites and respond to their needs, supporting all staff and pupils in their use of the resources and network under the guidance of the Network Manager.

Responsibilities:

- To be responsible for providing **first and second line technical support**, including:
 - Actioning support calls, helpdesk requests, and documenting their outcome to facilitate the resolution of common queries.
- Provide **rapid end-user assistance** in a professional, courteous manner. This task includes:
 - Assisting teaching staff, support staff and pupils with IT problems in the IT Suites and across the School sites.
 - Helping end users log on and off the wireless.
 - Maintaining a high degree of customer service for all support queries and to take ownership of user problems and be proactive when dealing with user issues.
 - Assisting teachers during lessons with their ICT equipment.
- **Maintain hardware**, including:
 - Setting up PCs/Macs/iPads/Chromebooks by installing OS/software and via an MDM.
 - Diagnosing hardware and operating system problems and repair them as necessary.
 - Cleaning computer equipment and peripherals.
 - Setting and troubleshooting of printers, projection devices and monitors to work effectively for various instructional purposes.
 - Ensuring availability of ICT resources as required and wherever possible, moving and reinstalling equipment and recording the issue and return of any equipment including fetching and carrying IT equipment when it needs repairing.
 - Attending to scheduled maintenance visits to all Monkton School sites as required.
- **Maintain the network in a secure state**, including:
 - Ensuring the IT hardware and software is secure at all times.
 - Ensuring that staff and pupils have access only to appropriate data.
 - Recovering files from backup at user' request.
 - Copying and exportings of pupil's work for examiners.
- **Assist with network management**, including:
 - Assisting with wired and wireless network installation.

- o Helping set up computers and devices with agreed configurations.

Other

- o Liaising with contractors where necessary and ensuring the safe outward and inward transit of equipment. Ensuring appropriate documentation is completed in a timely manner.
- o Being prepared to travel between the Prep/Pre-prep and Senior schools when required.
- o Setting up/dismantling equipment for presentations such as INSET meetings, visiting speakers, Staff and Governor Meetings etc,
- o Liaising with the Resources Technician where appropriate.

Note: The list above represents an overview of the possible responsibilities of the IT Technician. The successful applicant may not be required to undertake all elements. The post-holder may also reasonably be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of the responsibility entailed.



ASSISTANT IT TECHNICIAN Person Specification

	Essential	Desirable
Qualifications		Driving Licence (as Monkton is based on two sites).
Experience	<p>Whilst previous experience in a similar role is not essential, it would be advantageous for applicants to be able to demonstrate previous use of applications and devices and an interest in ICT developments.</p> <p>Some type of experience gained in an employment, learning or voluntary capacity which has enabled the candidate to develop or show potential to develop the knowledge, skills and abilities above.</p>	Significant experience and expertise in supporting and being a team member in a school or other multi-disciplinary environment.
Knowledge And Understanding	<p>Equal Opportunities, Health and Safety.</p> <p>Child Protection Regulations.</p>	
Skills	<p>Software: Good working knowledge of MS-based systems with emphasis on Windows 10, MS Office suite of applications, Google Mail and Docs. Good working knowledge of Macs.</p> <p>Hardware: Basic understanding of PC and Mac hardware, set-up and configuration.</p> <p>Strong written and oral communication skills, to pupils and staff.</p> <p>Ability to build effective working relationships with a wide variety of individuals.</p> <p>Excellent organisational skills and ability to effectively prioritise time and work, and to keep clear records.</p>	<p>Some experience of basic networking.</p> <p>Some experience in supporting networked computers and Server management.</p> <p>Some experience in enterprise-scale wireless networking.</p> <p>Some experience in Helpdesk applications.</p>

<p>Personal Attributes</p>	<p>Able to work unsupervised and under pressure and to use own initiative.</p> <p>To be proactive/problem solving skills.</p> <p>Hands-on approach and willingness to learn.</p> <p>Ability to learn and upgrade job skills in order to meet changing demands of the position.</p> <p>Respectful of confidentiality, and having a professional and tactful approach to staff and pupils.</p> <p>Sympathetic to the School's Christian ethos.</p> <p>Reliable and punctual.</p>	<p>Enthusiastic and with a good sense of humour.</p>
-----------------------------------	--	--



ASSISTANT IT TECHNICIAN

Terms and Conditions

Salary	The salary will be paid in line with the Support Staff Salary Scale but likely to be between £18 - 21k per annum (depending on skills, experience and qualifications at the time of appointment) pro rata to part time/part year.
Hours of Work	<p>Full time. Normal office hours are 37.5 hours per week worked flexibly between 8am and 6pm in line with the needs of the school Monday to Friday (with ½ hour, unpaid, for lunch). The post holder will be required, with reasonable notice, to work the occasional weekend (e.g. Open Days). Anytime outside normal hours can then be taken off as time in lieu.</p> <p>Some additional hours may be available. These should be agreed in advance with the Network Manager. These hours will be claimed on monthly time sheets, countersigned by the Network Manager before being forwarded to the Bursary for payment.</p>
Pension	Monkton provides access to a stakeholder pension scheme as required by law. The School will comply with its obligations under the Government's auto-enrolment scheme at the relevant time.
Holiday	33 days holiday per annum (pro rata for part time/part year) inclusive of Bank Holidays.
Sick Pay	Membership of the School's Administrative and Supervisory Staff Sickness Scheme.
Notice	One month's notice. The position is subject to a probation period of six months and during that time there will be a notice period of one month.
Retirement	The normal retirement age for this employment is 65. However, the mechanics for compulsorily retiring employees have now been abolished so employees are required to provide notice in line with their contractual obligations above when they wish to retire.
Medical	All employees are subject to a medical report and to undergo a medical examination, if required.
Security	Monkton Combe School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post including checks with past employers and Disclosure and Barring Service.



ASSISTANT IT TECHNICIAN Child Protection (Safeguarding) and Staff Behaviour Policy incl EYFS

Monkton takes safeguarding very seriously. To this end, all appointments are made subject to satisfactory DBS clearance. The interview will include questions about safeguarding children. Monkton's Child Protection (Safeguarding) Policy includes the following information:

The framework provided is an ordered, purposeful, happy and caring community. Pupils are encouraged to develop moral discernment. High standards of behaviour are expected and young people are asked to treat others with courtesy and respect. The School sets out to create a secure basis for living in community and to achieve a balance between thoughtfulness towards others and freedom for the individual to develop his or her own personality. Good pastoral care is central to the life of the School, through the Principal/Heads, Houseparents, Tutors, the Chaplain, the Medical Centre Sister and other members of staff.

Specific Objectives

1. To foster pupils' educational development through all areas of the curriculum so that their self-esteem is raised, enabling them to acquire skills, attitudes and coping strategies which will help them to make reasoned decisions based upon sound judgement and valid information.
2. To provide a variety of opportunities for discussion with their peers and teachers in which the ground rules of confidentiality, tolerance and trust are observed.
3. To teach problem-solving techniques, assertiveness skills and respect for themselves and for other people. To encourage them to be responsible members of the school community, who will develop into caring adults with regard to their families and to society.
4. To maintain links with parents and representatives of outside agencies.
5. To view seriously any instances of bullying and to deal with them effectively.
6. To ensure that all members of the school staff understand Child Protection procedures and are alert to signs of potential or actual abuse in the categories of physical injury, neglect, emotional or sexual abuse.
7. To have in place effective reporting and action procedures, as required by the Children Act 1989 (Pupil > Member of Staff > Designated Teacher > Principal/Head > School Medical Officer (where appropriate) > Social Services). These are set out in more detail in the policy 'Child Abuse/Protection' in this section of the Staff Handbook.

The full Child Protection document can be found through URL:

https://docs.google.com/document/d/1FZCg7yFnaQkCqR_CkmG3FgVq99YnQAg_Svrmt0FR_Ck

If you are unable to access the internet, please request a hard copy.



ASSISTANT IT TECHNICIAN Equal Opportunities incl EYFS November 2015

The Equal Opportunities Policy Statement and Policy Statement on Harassment at Work are designed to implement the commitment of the School to Equal Opportunities. It is the responsibility of every employee to ensure his or her own conduct conforms to the expected standards and reflects these Policy Statements.

The aim of the Policies is to encourage harmony and mutual respect between individuals in order to promote good working practices with a view to maximising performance.

If these Policies are not implemented, then valuable talent and potential are wasted. Moreover, when unfair discrimination, harassment, bullying or victimisation take place they bring about a climate of fear, insecurity and poor work performance. As well as being unlawful, this affects morale. The School aims to comply with all relevant UK and European legislation.

Monkton Combe School has been registered as a school with a religious character by the DfES. As such the School is able to advertise for and appoint teaching staff who have specific Evangelical Christian faith that is central to the ethos and tradition of the School. In specific circumstances this authority enables positive discrimination in favour of Evangelical Christians.

It is vital that every employee understands his or her responsibilities. Equal Opportunities are taken very seriously by the School and wilful failure to apply the Policies or evidence of discrimination, harassment, bullying or victimisation will result in disciplinary action which may include dismissal.

The Equal Opportunities Policy Statement

1. The School values the individual contribution of people irrespective of sex, age, marital or civil partnership status, disability, sexual orientation, gender reassignment, race, colour, religion or belief, ethnic or national origin. The School is committed to ensuring that no applicant for employment or member of staff is disadvantaged by conditions or requirements which cannot be shown to be justifiable. This applies in particular but not only in relation to recruitment and selection, promotion, transfer and training opportunities, benefits, terms and conditions of employment, grievance and disciplinary procedures, termination of employment including redundancies, and conduct at work.
2. All employees should be treated equally with dignity and respect. The School will use its best endeavours to provide a working environment free from unlawful discrimination, harassment or victimisation on the grounds of sex, age, marital or civil partnership status, disability, sexual orientation, gender reassignment, race, colour, religion or belief, ethnic or national origin, pregnancy or maternity.
3. The School recognises its legal obligations, including those under the Race Relations Act, Sex Discrimination Act, The Equal Pay Act, the Equality Act and the Part Time Workers legislation.
4. The School is designated as a School with a religious character by the DfES. This may be taken into account when recruiting staff when appropriate to do so. Notwithstanding this, the School undertakes to review periodically its selection criteria and procedures to maintain a system where individuals are selected, promoted and treated on the basis of their merits and abilities.

5. The principles of non-discrimination and equality of opportunity also apply to the way in which staff must treat visitors, pupils, parents, suppliers and former members of staff.
6. The School will not tolerate acts which breach this Policy and all instances of such behaviour or alleged behaviour will be taken seriously, fully investigated and will be subject to disciplinary procedures if found to be discriminatory. The School further seeks to give all employees equal opportunity and encouragement to progress within the School.
7. The School promotes tolerance of each other and respect for each other's position within the School community, and provides positive images and role models, whilst seeking to avoid prejudices and raise awareness of related issues.
8. If an existing employee becomes disabled the School will make every effort to retain him or her within the workforce whenever reasonable and practicable with reasonable adjustments to assist in overcoming or minimising the difficulties. This may need to be in conjunction with a medical advisor.
9. Whenever reasonably practicable to do so, the School will install in existing premises facilities for people with disabilities. Whenever the School invests capital in new or refurbished premises, every practicable effort will be made to provide for the needs of staff and pupils with disabilities.
10. The School undertakes to distribute and publicise this Policy Statement to all employees and elsewhere as from time to time appropriate.
11. Any employee who believes that he or she may have been subjected to treatment which breaches this Policy may raise the matter through the grievance procedure.

Policy Statement on Harassment at Work

1. The School believes that the dignity of every person must be respected. Harassment of colleagues or pupils is unlawful and unacceptable and will be regarded as a disciplinary offence, which in serious cases, may be classed as gross misconduct, resulting in instant dismissal. The highest standards of conduct are required of everyone, regardless of seniority.
2. The School recognises that harassment may take many forms. It may be directed towards persons of either sex. It may relate to a person's ethnic origin, religion, age, sex, sexual orientation, physical or mental attributes or some other personal characteristic.
3. Harassment may involve action or inaction, behaviour, exclusion, comment or physical contact that the recipient finds objectionable or offensive. It may result in the recipient feeling threatened, humiliated, intimidated, patronised, demoralised or less confident in their ability. Condoning such conduct may be harassment in itself. The test of harassment is, at least in part, subjective.
4. Examples of unacceptable conduct include:-
 - verbal abuse, or insulting behaviour
 - sexist or racist jokes, jokes about an individual's sexual orientation or jokes about an individual's physical or mental attributes
 - the display or circulation of sexually suggestive or racially abusive material
 - bullying, coercive, intimidating or threatening behaviour
 - the ridicule or exclusion of an individual for cultural or religious differences, on the grounds of sex or sexual orientation or on the grounds of disability or other protected characteristic
 - persistent teasing or constant unfounded criticism of the performance of work tasks

- unsolicited or unwelcome sexual advances, including touching, staring or commenting
 - comments of a sexual nature about a person's appearance or dress
 - bribery or attempted bribery.
5. An allegation of harassment must not be made lightly. If it is found that an allegation of harassment has been made without foundation and maliciously, then this will also be regarded as a disciplinary offence and in serious cases may be regarded as gross misconduct leading to instant dismissal.
 6. All complaints of harassment should be made to the appropriate manager unless the complaint is regarding this person, in which case the complaint should be to that person's superior. Reference should be made to the Grievance procedure in the Personnel and Payroll Policies.

Statement to Prospective Parents

We do not discriminate in any way regarding entry and the School does not treat disabled or prospective pupils less favourably for any reason related to their disabilities than it treats those to whom that disability does not apply. We welcome pupils with physical disabilities provided that our site can cope with them. However, the Senior School in particular is situated on a steep hill and whilst every effort has been made to make it as accessible as possible for wheelchair users, there are some areas where this is not feasible due to the topography. The School will always consider reasonable adjustments to admission arrangements to ensure that disabled pupils or prospective pupils are not placed at a substantial disadvantage in comparison with non-disabled pupils. We welcome pupils with special educational needs, providing that our Learning Support Department can offer them the support that they require. However, we advise parents of children with special education needs or physical disabilities to discuss their child's requirements with the Principal/Head before he or she sits the entrance exam so that we can ensure that we can make adequate provision for him/her. Parents should provide a copy of an Educational Psychologist's report or a medical report to support their request, for example for extra time or other special arrangements.

See also Special Educational Needs policy for policy relating to pupils.