

Framwellgate School Durham

SENIOR IT TECHNICIAN

Candidate Information Pack

**Salary scale Grade FSD 6 (SCP11-14)
(£22,183 to £23,542)**

(Full time - 37 hours per week, whole time, permanent)

Start Date – as soon as possible

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We wish to appoint a highly motivated and reflective Senior IT Technician to assist the Network Manager in the provision and maintenance of a high quality school network and in ensuring effective operation and availability. Over the last three years we have assembled an excellent group of senior leaders and teachers who are having a significant impact on the quality of teaching and student outcomes. With an aspirational culture, and a commitment to evidence informed teaching, we want to achieve more. We received a very positive Ofsted inspection in May 2018 and are currently awaiting the result of our July 2021 inspection. We have made significant improvements to our curriculum, teaching, and professional development programme and we are committed to reducing teacher workload.

Framwellgate School Durham is an 11-18 non-selective secondary school and Single Academy Trust. The school roll has increased by 35% in three years and in September 2020 we were oversubscribed with more than 1300 students on roll.

The successful candidate will possess energy and enthusiasm and believe that every young person deserves the very best education and support. A commitment to raising achievement, and a willingness to learn, train and develop as a senior IT technician are all essential. We can offer you an environment where student behaviour is excellent, prior attainment levels are amongst the highest in the North-East, and our students and staff are a pleasure to work with. With over 20 new teachers, including a number of NQTs, and a number of support staff appointed over the last two years, we have quickly become a vibrant and exciting school in which to develop your career.

This is an outstanding opportunity for a talented individual to join our dynamic and forward thinking team. We are looking for someone who is driven, committed and skilled in a range of tasks who can work alongside colleagues to support students and staff with IT.

Queries and applications should be submitted to Network Manager, David Law at law.d@framdurham.com

Key Dates

The closing date for applications is Monday 16th August 2021 (9.00am)

Shortlisting and interviews will take place shortly afterwards

Framwellgate School Durham is committed to the safeguarding of children and young people. An enhanced disclosure from the DBS and barred list clearance will be required for this post, together with completion of a pre-employment health questionnaire.

The Excel Academy Partnership
at Framwellgate School Durham
Newton Drive
Durham
DH1 5BQ
Tel: (0191) 3866628
Email: Law.D@framdurham.com



Letter of Welcome from Andy Byers, Headteacher

Dear Applicant

I am delighted that you are interested in this post. Framwellgate School Durham (FSD) is a fantastic school. I took up post in September 2017 and most of the SLT have been appointed since then. Working alongside our other talented and experienced staff, the potential is here to make the school truly outstanding. Student behaviour is excellent, and we put a great deal of emphasis on ensuring that staff can work in an environment where students want to learn. The strength of the school has always been its caring ethos and strong community links, and these remain. By introducing new systems to manage behaviour, rewards, assessment, marking, and teaching, and with a new ethos and curriculum, we have made huge strides in transforming the school. Key to all of this is our commitment to a professional development programme for teachers which includes fortnightly training on cognitive science and evidence informed approaches to teaching, a significant amount of time planning with department colleagues, and 5 days dedicated to training and professional development per year.

I am looking for staff who are passionate about their work, have excellent knowledge, and who are reflective practitioners, to help us to continue to improve outcomes. I think this is an incredible opportunity and hope you will too; you must be able to work in effective teams and demonstrate resilience, humour and enthusiasm. You must never settle for second best. I will guarantee you our time and support and a fabulous place to come to work every day.

In your application, please focus on what makes you an effective senior IT technician. Make me feel like I am reading about you; try not write a generic statement which ticks the right boxes but doesn't tell me about your values or what you are like as senior IT technician or colleague.

We have changed so much over the last three years (new teachers including many NQTs, new support staff, a new sports centre, a new school day, dedicated CPD time each week, a new ethos statement, new uniform, a new curriculum and a real focus on evidence informed teaching) and have much more planned for 2021/22 and beyond. Developing staff in a supportive environment is at the heart of what we do.

Finally, one of you reading this will become a senior IT technician in a fantastic school. You'll love it. Good luck with your application.

Yours faithfully,

Andy Byers

Headteacher

July 2021

About the school

Framwellgate School Durham (FSD) is an 11-18 school which was granted academy status in 2011. There are approximately 1300 students on roll including 130 in the Sixth Form. Our roll is projected to increase by a further in September 2021 as the sixth form grows, and within the next two years, we envisage a roll of 1400 including 230+ post-16 students. The school serves the population to the north of Durham city, primarily from the Newton Hall estate, but we attract students from a wide surrounding area and over 20 feeder primary schools. We are a high achieving 11-18 academy with a strong track record in both provision and outcomes. We are fully committed to the students in our care, and work to ensure that both the pastoral provision and quality of teaching is the very best.

Aims and ethos

Framwellgate School Durham is a community that values learning and celebrates achievement. We are an inclusive comprehensive school with high expectations of both our staff and students alike. In the spring of 2018 we consulted students, staff and parents, and re-evaluated our ethos; the result of this exercise was a new ethos statement (below) which emphasises compassion and kindness and places the well-being and happiness of our students alongside academic achievement.

Excellence, Compassion and Respect for All

Our school promotes academic excellence and embraces the shared values of honesty, integrity, respect and compassion. We want our students to be ambitious, kind, resilient and hardworking, and have a genuine passion for learning. We want them to change the world with the knowledge, skills and confidence they have learned here; to champion fairness, have friendships for life, and pride in our school. Above all, we want our students to be happy.

The curriculum

We are committed to providing a knowledge rich curriculum which responds to the needs of the individual student, whilst ensuring access for all to a broad and balanced range of educational experiences. For many students, this means learning with us from 11 to 18. We view this as a continuous, coherent journey and see one of the most important functions of learning, during any key stage, as being to prepare students for the next one. Our curriculum is carefully planned and sequenced and taught by subject specialists.

We recognise that whilst all our students have needs, some have more significant barriers to learning. We are an inclusive school, and through the work of the Achievement Centre, we seek to remove or minimise any barriers to learning that our students may have, be they emotional, physical or academic.

At Key Stage 4 and 5, students receive options guidance linked to future aspirations, and we offer a significant number of GCSE, A Level and BTEC courses which meet the needs and interests of all our students. Nearly all our Year 13 students go on to university, most choosing to study at Russell Group universities.

Pastoral Care and Support

Pastoral care is a strength of the school. This was recognised by Ofsted in 2018. All students are placed in tutor groups, and almost all teachers have a pastoral responsibility, remaining with their tutor group as they move from Year 7 to 11. The tutor is the first port of call for all students. In 2018 inspectors praised student behaviour; indeed, we place a real emphasis on this aspect of school life and believe that teachers can't teach, and students can't learn, unless behaviour in the classroom, and around school, is

excellent. We have effective and robust systems in place to manage behaviour and tackle issues from low level disruption, to more serious incidents.

Teaching and Learning

Having introduced new systems to manage various aspects of school life, and a new knowledge rich curriculum, we spent 2019 and 2020 developing and improving our classroom practice. We place a very high priority on developing our staff professionally. Middle leadership training has been a strong focus this year and there is an extensive programme of CPD opportunities which seeks to support all staff, identify their development needs and move forward in their practice. In 2017 we introduced collaborative planning time for all departments, to allow them to work together to plan exciting and engaging lessons.

We aim to ensure that our teaching stretches and challenges students, and we are increasingly research-led. We don't ask teachers to follow a prescribed learning cycle but we have invested a significant amount of time on training and CPD and have embraced Rosenshine's principles in planning the key ingredients of a good lesson.

The development of teaching is supported through a supportive appraisal process (no data-driven progress targets and objectives linked to improving professional practice), and lesson drop-ins and learning walks.

Ofsted

Ofsted does not determine our practice, nor does it dominate our thinking, but we believe that our ethos, curriculum, teaching and support for students are such that an inspection will confirm our own judgements and recognise our successes. Our inspection of May 2018, soon after the new leadership team had taken up their posts, confirmed that we were heading in the right direction. Inspectors highlighted the following **"Strengths:**

- The new headteacher, supported by a recently appointed and skilled senior team, has brought much-needed drive and ambition to the school. In a short period of time, they have tackled a significant number of weaknesses effectively.
- Pupils' behaviour, sixth form achievement and pupils' progress in English and mathematics have improved. The quality of teaching is also improving.
- Pupils behave very well around the school. Most are attentive in lessons and show respect for each other's opinions. Parents and pupils value the high level of support provided by the school's pastoral team
- The sixth form is good. Most students make strong progress in their chosen studies. They are well supported to go onto higher education, training or employment."

A positive monitoring visit in July 2019 demonstrates that we are on the right track and our remote provision inspection in March 2021 reported that the school maintained a focus on developing the quality of education in spite of the pandemic. At time of writing this, we are awaiting the result of an inspection which has taken place over the last two days.

The Website and Social Media

Our website (www.framdurham.com) gives an insight into the school and I would encourage all prospective applicants to look at it, especially the curriculum information about what we teach in each subject. Many departments have an active twitter account and you may be interested in the Headteacher account (@framheadteacher) and school account (@fram_official).

Job Description: Senior IT Technician

Main Purpose of the Role

To assist the Network Manager in the provision and maintenance of a high quality school network and in ensuring effective operation and availability.

Main Duties and Responsibilities

- Assist the Network Manager in maintaining and managing the server infrastructure, including all server room equipment and virtual systems.
- Assist the Network Manager in maintaining the network infrastructure, including cabling and switches.
- Assist the Network Manager in the testing, evaluation and deployment of new software.
- Identify faults before they impact upon availability and liaise with vendors in order to diagnose and remedy any findings.
- Carry out routine maintenance checks ensuring that the firewall, and restricted access filters are performing efficiently and correctly in accordance with the school's internet policy.
- Support and maintain classroom IT equipment and other learning resources throughout the school by:
 - Maintaining IT systems so that they are fully operational, including ensuring compliance with vendor updates and patches.
 - Installing software as required.
 - Providing telephone and deskside support to all users and/or guests.
 - Regular proactive preventative maintenance.
- Organise asset disposal and keep accurate records of equipment in the asset system.
- Assist the network manager in the provision and management of cloud services based around Microsoft technologies.
- Provide assistance to visitors so that any requirements they have requested prior to their arrival are available and setup ready for their use.
- To undertake any ICT support tasks and project work as directed by the Network Manager.

General responsibilities of all staff

- To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, and adhere to all relevant safeguarding policies and procedures
- To carry out your duties with full regard to the school's Equality, Diversity and Community Cohesion policy
- To comply with health and safety policies, report any incidents/accidents/hazards and take a pro-active approach to health and safety matters in order to protect both yourself and others
- To undertake any other duties as directed by your line manager, commensurate with the grade and level of the role.
- To comply with all school policies.

Person Specification: Senior IT Technician

| | Essential | Desirable |
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| Qualifications | <ul style="list-style-type: none"> 5 or more GCSEs at grades A*-C or equivalent, including English and maths | <ul style="list-style-type: none"> Hold a recognised computer or network qualification at NVQ level 3 or 4 |
| Experience | <ul style="list-style-type: none"> Experience of working in a similar role. Ability to troubleshoot and configure various PC hardware configurations to component level, including advanced BIOS and graphics configurations. Experience of using Microsoft technologies to manage an enterprise network including Microsoft Server OS (up to latest version) DHCP, DNS Active Directory and Group Policy. Experience of Microsoft O365 Experience of virtualisation technologies Experience of applying patches and firmware upgrades. Experience of firewalls and web filtering Experience of troubleshooting basic network infrastructure cabling issues. Experience of dealing with stakeholders and suppliers. | <ul style="list-style-type: none"> Experience in use of SIMS and SOLUS Experience of ICT support in a school environment Experience of configuring Microsoft Azure and Intune. Experience of Smoothwall web filtering Network cabling skills Experience in the use of SCCM for deployment and configuration of software and OS. |
| Knowledge & Skills | <ul style="list-style-type: none"> Good knowledge of Microsoft Server OS Good knowledge of Active Directory, DHCP, DNS and Group Policy. | <ul style="list-style-type: none"> Experience of configuring VLANs using Cisco OS. Experience of Smoothwall Web |

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| | <ul style="list-style-type: none"> • Knowledge of VMWare ESXi • Advanced knowledge of PC hardware configuration and troubleshooting • Exceptional technical knowledge of PC operating systems, in particular Windows 10. • Understanding of WiFi networks and BYOD scenarios. • Knowledge and understanding of • VOIP telecommunications principles. • Understanding of MDM • Good knowledge of Azure and O365 configuration. • Understanding of backup procedures and cloud data storage (O365). • Understanding of synchronising onpremises and cloud data. • Understanding of Microsoft updates and how they are applied in a network environment. • Understanding of SCCM and Azure comanagement. • Understanding of certificate management (SSL etc). • Understanding of health, safety and welfare regulations and best practice affecting ICT. • Understanding of Data Protection requirements and CCTV use. • Experience configuring Microsoft Teams | <ul style="list-style-type: none"> filtering and Cisco firewalls. • Experience in managing backups using VEEAM • Experience of VMWare server installation and configuration. • Experience of Cisco switches • Experience of Meraki wireless • Experience of Microsoft School Data Services • Experience of Apple and Microsoft MDM • Experience of Azure Windows Update configuration. • Experience using and setting up basic classroom AV hardware (projectors, interactive boards etc) • CCTV and door access systems configuration • Experience of Avaya VOIP • Domain and website hosting. • Knowledge of SCCM for software and OS deployment |
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| Personal attributes and practical qualities | <ul style="list-style-type: none"> • Outstanding communication skills • Consistent and reliable approach to work. • Excellent organisational skills • Ability to identify procedure efficiencies and apply best practice consistently. • Ability to effectively coach, appraise and mentor others. • Ability to prioritise and delegate effectively. • Ability to identify own and others' training & development needs and cooperate with appropriate individuals to address these. • Exhibit strong inter-personal skills and excellent customer care skills. • Exhibit strong team working skills and due consideration for others. • Ability to empathise with students and staff. • Exhibit a proactive approach to any set tasks. • Willingness to work flexibly when required. | |
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The Application Process

Please complete the Application Form available from www.jobsinschoolsnortheast.com or www.framdurham.com

Guidance on completing the application form:

Candidates are requested to complete the application form in full. Section B Personal Statement requires you to set out thorough evidence of how you meet the criteria included in the Person Specification. This will be used in the shortlisting process. This section should be no more than 1,000 words. Your completed application form should be emailed 'in confidence' to law.d@framdurham.com by **Monday 16th August 2021 – 9.00a.m.** All applications will be acknowledged by email. Please DO NOT upload your application form to any of the websites on which this post is advertised. Please note that we do not accept CVs.

Shortlisting and interviews will take place soon afterwards and shortlisted candidates will be contacted in due course. Please note that we only contact shortlisted candidates.

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