



THE MAGNA CARTA SCHOOL



Our school is a safe, caring and happy place where each day offers new challenges that allow us to flourish and achieve our best

# Candidate Brief

IT Technician



Unity Schools Trust  
*"Excellence through collaboration"*

**Dear Applicant**

**IT Technician**

Thank you for showing an interest in the post of IT Technician at The Magna Carta School.

We are seeking to recruit a person who has a passion for IT and can provide high quality support and assistance to the school in a first line support role.

High quality learning and teaching is at the heart of everything we do at The Magna Carta School. We believe that it is the quality of our staff that produce the excellent outcomes for the students in our care.

The Magna Carta School is a high achieving school of 1,250 students between the ages of 11 and 16. We are proud of our history of success and our reputation in the local community. The school is well known as a place of excellence and we are very proud of our academic, sporting, artistic and community achievements. Last year our students broke all records when 71% achieved 5+ A\*-C/9-4 including Maths and English.

As a founder member of the Unity Schools Trust and the 2015 Learning Partnership, we are determined to enhance lives for young people across this area of Surrey. This partnership of high achieving schools provides the opportunity to share best practice with a wide range of like-minded colleagues.

I invite you to visit our school and see for yourself the opportunities which are open to you.

Interviews will take place as soon as possible after the deadline date of 18 January 2019 although we reserve the right to interview suitably qualified candidates on receipt of application. Please do not hesitate to contact Mrs Rebecca Daniels, HR Manager at [vacancies@unityschoolstrust.co.uk](mailto:vacancies@unityschoolstrust.co.uk) if you wish to arrange a visit to the school prior to interview.

Yours faithfully

**Dr Kathy Janzan**  
**Head of School**



## Why Work With Us?

At The Magna Carta School, we are justifiably proud of our achievements. We are truly dedicated to the community that we serve and recognise every young person as an individual who has their own special talent which needs to be nurtured. We encourage every student to be the best they can be and as a staff work hard to create a learning environment that is not only stimulating and celebratory but also, most importantly, meets the needs of every young person in our care. By maintaining a culture and ethos in the school that is reflected by our school motto: Respect... Learn... Aspire... Achieve, we are encouraging students to become self-assured, considerate, and understand their role in society and the rights and responsibilities that this brings.

In a rapidly changing world in which our young people are presented with many exciting opportunities, our staff are dedicated to preparing our students for the challenges ahead. We want them to become independent thinkers, develop resilience and make positive contributions to our community.

Our commitment to continuous improvement means that we have a systematic approach to attracting, training and retaining the highest quality teachers and support staff, all of whom want to create the best possible opportunities for the students to succeed. We believe that student success not only depends on what the school provides but also on the quality of relationships between the home and our school. To provide this positive environment we strive to employ excellent staff who want to give, and gain, from the enriched learning environment. They work well together to make this school a successful and happy community.

Hopefully you have an impression of the positive vision and ethos of our school and believe that we are a school that would provide you with the support and challenge you need.

If you want to work in a school where the staff are the most valuable asset then look no further!!

This is a permanent full-time role within the team (subject to a six-month probation period) for 36 hours per week. The salary will be based on Grade S5 with a salary range of £19,245 - £21,796 (dependent upon experience).



## What We Are Looking For

The Magna Carta School is seeking a candidate with a self-starting attitude, strong communication skills, the ability to work both independently and as part of a team and who is passionate about IT service delivery.

If you decide to join The Magna Carta School you will have the opportunity to work with a team of committed staff who have a young person's best interests at heart.

We are looking for passionate, enthusiastic staff who will:

- Contribute to the further development of a strong and forward looking team;
- Be innovative to gain best outcomes for the school;
- Be able to make positive relationships with students, staff and other stakeholders alike.

When you join our team, you can expect an exceptional breadth of experience and a steep learning curve.

## Contact Us

For more information please contact the school office on 01784 454320 between 8.00am and 4.30pm or email [vacancies@unityschoolstrust.co.uk](mailto:vacancies@unityschoolstrust.co.uk).

The school is located at Thorpe Road, Staines-upon-Thames, Surrey TW18 3HJ.



## The Role

This role will involve working as part of a small team to deliver exceptional levels of service to all of our stakeholders including students, staff, governors and trustees. The successful candidate will be the first point of call for all IT service enquiries made via the IT service desk, telephone, email and face to face. Investigating, resolving and escalating inbound requests will form the largest part of this role however during school holidays the successful candidate will play a big role in delivering our planned projects and maintaining our range of assets.

## Staff Benefits

Alongside our continued focus on professional development we also offer a well-being and medical treatment package with benefits including:

- [Physiotherapy](#)
- [Online Health Management System](#)
- [Relationship and Stress Counselling](#)
- [Medical Treatments for a range of conditions](#)

Staff are also able to subscribe to a package that gives a range of flexible benefits that include childcare vouchers and staff discounts.

## A Commitment to Training and Professional Development

We are committed to recruit, develop and support excellent staff and provide a range of opportunities to enable staff to reach their full potential.

## Recruitment Process

### Shortlisting

Only those candidates meeting the right criteria will be taken forward from application.

### Interview

Those shortlisted will take part in an in-depth process that will include an interview, practical exercise and a school tour.

Candidates will be asked to address any discrepancies, anomalies or gaps in their application form.

### Reference Checking

References from the previous and current employer will be taken up for shortlisted candidates, and where necessary employers may be contacted to gather further information.



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**Ofsted 2017**

## Where Are We Located?

### Rail

The Magna Carta School is located between Egham and Staines train station. From each station it is a 10-15 minute bus journey and a short car journey from the stations. Staines railway station is on the Waterloo to Reading line. The average journey time between London Waterloo and Staines is 35 minutes. On an average weekday there are 84 trains per day travelling from London Waterloo to Staines.

### Bus

Bus routes 305, 71 and 446 all stop outside the school. These can be picked up from outside the station.

### Car Parking

The Magna Carta School has parking onsite, which is available upon request for candidates. If you wish to drive please contact us to arrange a space. Only those candidates meeting the right criteria will be taken forward from application.

## Local Area

**Runnymede** is a water-meadow alongside the River Thames in the English county of Surrey, and just over 20 miles (32km) west of central London. It is notable for its association with the sealing of Magna Carta, and as a consequence is, with its adjoining hillside, the site of memorials.

**Windsor Great Park**, the only Royal Park managed by the Crown Estate, was once part of a vast Norman hunting forest which was enclosed in the late 13<sup>th</sup> century. The 2,020 hectares (5,000 acres) of parkland, which includes a deer park, is a varied landscape of formal avenues, gardens, woodland and open grassland. The antiquity of the landscape is enhanced by the scattering of great ancient oaks for which the Great Park and its forest are renowned. The Great Park is an ever more popular destination for recreational activity, with close to three million people visiting every year to run, walk or ride.

**Thorpe Park** is a theme park between the towns of Chertsey and Staines. The park is mainly geared towards a young adult/teenage audience due to the vast majority of signature attractions being roller coasters and thrill rides.

**Theatre Royal**, Windsor, a diverse range of shows from live music acts to dramatic theatre, plus a picture house cinema.

**Pure Gym** Staines is proud to offer members access to all the essential exercise equipment, a timetable of free fitness classes and a team of experienced personal trainers with bags of motivation.

**Spelthorne Leisure Centre** can be found in the heart of Staines-upon-Thames in Middlesex. Everyone Active is one of the UK's leading activity brands, whose mission is to be everyone's first choice for activity.

*The Magna Carta School is operated by the Unity Schools Trust which is a charitable company limited by guarantee and registered in England and Wales with company number 07692130. The Registered Office is at Thorpe Road Staines upon Thames TW18 3HJ*

## Job Description

Job Title: **IT Technician**

Reporting to: **Head of IT & Network Services**

## Job Purpose

To deliver an effective and responsive IT service to staff and students by taking day to day responsibility for all work relating to this role.

The duties detailed in this job description provide a summary of the main areas of responsibility. Other duties may be required within the detailed hours of employment at the direction of the leadership team.

## Key Responsibilities

### IT Service Delivery

- To ensure that all service requests are assessed, responded to, investigated and resolved or escalated in a timely fashion
- To document suitable advice, guidance and instructional material for stakeholders in the use of end user IT systems
- To monitor, record and maintain assets across the site
- To create and update user accounts across Active Directory and Office 365
- Setup IT equipment for assemblies and presentations
- To maintain the ID card and access control system for new staff and staff leavers
- Monitor equipment alerts
- The ability to prioritise tasks in line with school priorities
- Be adaptable in the way service is delivered to ensure the best possible service delivery
- To be prepared to maintain IT equipment that requires the use of access equipment

### Communication and working with Colleagues

- Support and maintain collaborative, productive working relationships with all staff and professionals from outside agencies to support student learning and well-being
- To read on a daily basis and act upon if necessary all emails and service desk requests
- To attend training and development sessions where contracts permit

### Personal Development

- Take responsibility for your own professional development in line with the schools performance management process
- To be aware of school procedures and comply with school policies
- To be aware of and show an active interest in keeping up to date with technology advancements

### Knowledge and Understanding:

- Best practice for use and administration of IT systems and services
- Ensure that all work is conducted in line with school and departmental policy on health and safety
- Be aware of Data Protection Act 2018 and General Data Protection Regulations and how IT plays a role in complying with legislation

- An ability to work methodically to research and resolve problems

### Skills

- Promote the school's aims positively
- Demonstrate good personal relationships within a team
- Demonstrate effective communication skills to a variety of audiences
- Create a happy and effective working environment
- Deal promptly and effectively with any service requests
- Share knowledge and understanding with others, including non-technical colleagues

### Principal Accountabilities

- Ensure that all service requests are actioned in a timely manner
- Support stakeholders to access school IT systems
- Maintain assets and records
- Liaise with hardware manufacturers for warranty repairs
- Coordinate asset disposal in accordance with regulations
- Setting up of IT equipment and software
- Develop strong working relationships to support a productive working environment
- Maintenance of equipment including servicing, cleaning and replacing where necessary
- Ensure that the school's safeguarding processes and procedures are followed and regular training attended
- Adhere to the same high standards of dress as expected for students and dress smartly at all times
- To monitor and promote information via the school social media platforms

<b>Person Specification</b>			
<b>Application Form AF; Work-related task T; Interview I; Certificate C; References R</b>			
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>
Attention to detail	✓		AF/T
Knowledge of good practice in recording of complex information	✓		AF/I
Ability to analyse tasks and establish how they may be best achieved	✓		AF/T/I
Excellent organisational and planning skills	✓		AF/I/T
Effective written and verbal communication skills	✓		AF/I
Ability to solve problems and demonstrate IT support skills	✓		AF/I
Have the capacity to prioritise tasks and work independently	✓		AF/I
An understanding of the principles of ITIL		✓	AF/I
Excellent understanding of the importance of safeguarding and how IT plays a key role in the successful safeguarding of staff and students	✓		
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>
Experience of installing and configuring software	✓		AF/I
Experience of installing and configuring IT hardware	✓		
Customer service or technical service delivery	✓		
Successful experience in a directly relevant role	✓		AF/I
Experience of working in a school or similar environment		✓	AF
Working with IT equipment at height		✓	
Actively using social media platforms to share good news information		✓	

Education & Qualifications	Essential	Desirable	How Assessed
IT qualifications at A level or above or professional equivalent		✓	AF/C
English and Maths qualification equivalent to GCSE	✓		AF/C
Post Graduate Qualification		✓	AF/C
Relevant professional development over the last 2 years		✓	AF/C
ITIL Foundation		✓	AF/C
Equal Opportunities	Essential	Desirable	How Assessed
Commitment to ensuring inclusion, addressing diversity and access	✓		AF/I
Must be able to recognise discrimination in its many forms and willing to put equality policies into practice	✓		AF/I

## Review and Amendments

The job description should be seen as enabling rather than restrictive and will be subject to regular review.

Please note that this school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

## Special Requirements

An enhanced Disclosure and Barring Service (DBS) check will be requested in the event of a successful applicant and references will be requested.



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**Ofsted 2017**