

ICT SYSTEMS TECHNICIAN

JOB DESCRIPTION



REPORTS TO: Senior Director

HOURS: 35 hours per week, Monday - Friday

SALARY: £19,773 - £21,133 (Sixth Form Colleges National Pay Spine Point 24 - 26)

HOLIDAYS 23 days plus national bank holidays

ABOUT THE COLLEGE

This is an exciting opportunity to join a highly successful and innovative sixth form college. The College was awarded the UK Sixth Form College of the Year by the TES in 2018 and this followed being graded outstanding in all areas by OFSTED in December 2016. All staff play a vital role in the experience that students have with us and ultimately their success.

The College is committed to its core values of **Positivity**, **Ambition**, **Resilience** and **Thoughtfulness**, and these values shape everything we do. Our ethos is centred on the scientific evidence that tells us that everyone can achieve success through purposeful hard work as opposed to the talent myth, and as such, the College is in itself an engine for social mobility.

Birkenhead Sixth Form College is part of Wirral Academy Trust which also includes The Birkenhead Park School, an 11-16 secondary school, which is located less than a mile from the College.

ABOUT THE ROLE

- The main purpose of the role is develop and maintain hardware and software systems as directed by the Trust.
- To provide technical support for the computer network and associated devices (such as desktops, laptops, projectors, Multi-Function Print Devices and VOIP Phones), as directed by the Trust.
- To assist in the upkeep of Wirral Academy Trust's networked IWBs, data projectors and other AV equipment.
- To provide cover for the Trust's centralised Printroom as and when required, ensuring continuity of service in accordance with agreed deadlines.
- To be able to respond flexibly to developments in a rapidly changing environment which may require adjustments to the range of duties described.

Below gives a sense of the range of responsibilities involved in the role but is not exhaustive:

- To provide 1st and 2nd Line Technical Support across all sites of the Trust including Birkenhead Sixth Form College and The Birkenhead Park School.
- To assist in User Account Administration.
- To assist in ensuring all Trust devices are fully functional, including but not limited to, desktops, laptops, projectors, Multi-Function Print Devices and VOIP Phones.
- To undertake administration of Multi-Function Print Devices, ensuring effective operation and maintaining consumable levels.
- To ensure troubleshooting, fault-finding and maintenance standards are maintained.
- To support the technical development of the Trust's computer systems.
- To carry out the installation of hardware and software as directed by the Senior Director.
- To liaise with external technical groups, external academic groups and suppliers of hardware and software.
- To undertake research to ensure systems are maintained and operated to latest standards and within applicable legal frameworks.
- To ensure the efficient operation of Trust office computer activity, liaising where necessary with external providers.
- To undertake any other duty the Principal may require from time to time.

The position is ideal for any individual who wants to work in an innovative and supportive work place where no two days are the same and where your day to day work is highly rewarding. Whilst the role has prescribed hours, Monday to Friday, there will be times when flexibility will be required to work outside of these hours when urgent matters arise and at arranged events that occur outside of the College day.

The role would suit someone who has Relevant IT qualifications to at least Level 3 or equivalent and relevant technical experience to match the current systems and equipment in the Trust.

PERSON SPECIFICATION

Qualifications	Essential	Desirable
Relevant IT qualifications to at least Level 3 or equivalent	✓	
Knowledge / Skills / Abilities		
Relevant technical experience to match the current systems and equipment in the Trust	✓	
Microsoft qualifications		✓
Professional experience gained in an academic environment		✓
Good organisational and communication skills	✓	
Ability to form and maintain appropriate working relationships with staff and students	✓	
Ability to prioritise and meet deadlines	✓	
Ability to work under pressure and maintain a sense of humour and perspective	✓	
Ability to demand high standards from oneself	✓	
Approachable manner and ability to use initiative	✓	
Ability to work flexibly or as part of team	✓	
To demonstrate a commitment to:		
The College values of Positivity, Ambition, Resilience and Thoughtfulness	✓	
Personal development and training	✓	
Safeguarding and promoting the welfare of students	✓	
Equality and diversity	✓	
To be flexible to the varied day to day demands		

HOW TO APPLY

If you are ambitious and determined to make a meaningful difference in one of the country's leading sixth form colleges then we would be thrilled to have you join our team.

To apply, simply:

1. Complete the Application Form for Support Staff
2. On a separate document, answer the questions below;
 - What relevant experience do you have for this post?
 - What experience have you had of working across different sites?
 - How do you prioritise your workload?
 - Why do you want to work for Wirral Academy Trust?

Please email these to: hrdept@bsfc.ac.uk

CLOSING DATE: Midday, Friday 22nd February 2019

INTERVIEWS

Successful applicants will be invited for interviews and assessments on Friday, 1st March 2019.

Please note IT skills will be tested at interview.



FAST FACTS



WHAT WE DO

- The College is a specialist post-16 provider. This allows all of our staff, all of our systems and all of our work to be solely focused on ensuring the best A Level and BTEC experience and outcomes.
- More students from the College go on to study at university than from any other sixth form in the area.
- Students can choose from 40 A Level and BTEC courses which can be studied in ANY combination.

RECOGNITION

- Winners of the UK TES Award for Sixth Form College of the Year 2018.
- We are finalists in the Association of Colleges Beacon Award for Social Mobility.
- We are rated as **'Outstanding'** in all areas by Ofsted.



OUTCOMES

- Consistently at the top for A Levels in Wirral in terms of students' progress from their starting points.
- In 2018, over 60% of our students achieved top A* - B grades at A Level or Distinction* / Distinction at BTEC with an overall pass rate of 99.6%.
- Over 85% of our students headed to university in 2018.
- Other students landed highly respected apprenticeships at barristers' chambers, professional services and more.

SUPPORT FOR STUDENTS

- As our staff only have to focus on post-16 academic work, they are highly specialised and skilled in this area and so are able to develop and support students in ways that non-specialists might not be able to.
- Every student has an assigned Tutor who helps with navigating College life, university applications, employment options, life-skills & more.
- Attendance and completing assigned work on time is monitored rigorously to ensure students achieve the best possible outcomes.

STUDENT EXPERIENCE

- Students come to the College from nearly 60 high schools across Wirral, Merseyside and Cheshire.
- Students are treated as adults – they wear their own choice of clothes, call staff by their first names and can leave campus when not in lessons
- Students enjoy a calm 'university-like' atmosphere and develop their ability to take ownership for their own study and development.
- Students say that the College is fun and friendly and that studying here is a great stepping stone to university.