ELLIS GUILFORD SCHOOL
Creative Education Trust

IT
Technician

Information Pack

www.ellisguilfordschool.org.uk

CAFETERIA

Where **EGScellence** thrives, and the **EGSceptional** shine

A WARM WELCOME FROM
MISS JOHNSON

Principal at Ellis Guilford School

As the very proud Principal of Ellis Guilford School, I have great pleasure in welcoming you to our community. Thank you for taking an interest in who we are, and what we do!

One of my most exciting responsibilities as Principal, is the recruitment and development of a highly skilled staff team. When joining this team, a significant amount will be asked of you, but in return, we provide extensive support to develop your skills and expertise, so that you can be the very best in your field.

All staff at EGS, hold the belief that every child can be, and will be, successful. We are relentless in the pursuit of ensuring every single child is championed, listened to, encouraged and celebrated.

If you are energetic, passionate and share a vision similar to ours, then we would love to hear from you.

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	IT Technician	Location	Ellis Guilford School
Salary	Grade D, NJC 6-11	Hours	37 hours per week, 52 weeks per year.
Department	Support Staff	Reports to	Senior IT Manager

Job Purpose:

To provide first-class IT support and customer service to Ellis Guilford School, in collaboration with all stakeholders.

To work with all staff and children, efficiently supporting with IT systems and requests.

To work in collaboration with the IT team, including school-based IT colleagues and Central Trust IT colleagues.

To make a significant contribution to the culture and ethos of the school, upholding the school vision and values, whilst actively promoting school policy to support all colleagues.

Creative Education Trust is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake relevant safeguarding checks in line with Government safer recruitment guidelines.

KEY RESPONSIBILITIES AND DUTIES:

- Ensure that all incidents and requests for the school are logged appropriately on the IT Service Desk.
- Ensure that incidents and requests for the school are resolved within the target resolution time and are documented within the IT Service Desk.
- Resolve incidents and requests that have been assigned to you on the IT Service Desk
- Maintain regular communications with the appropriate staff until incident resolution.
- Monitor progress of all incidents and requests for the school against Service Level targets and respond promptly to staff requests for updates or resolution as appropriate.
- Escalate any incidents to the appropriate team as necessary and work with the IT Technician, Regional IT Manager, central IT Team, 3rd line support, and other stakeholders to resolution.
- Identify, resolve and/or document workarounds for IT problems.
- Ensure staff, children and other stakeholders feel welcome and receive a high level of customer service whilst being assisted with their IT issues and requests.
- Deploy, manage and support of PCs, Laptops and other endpoints and devices such as printers and touchscreen TVs, and ensure that the hardware is tested and prepared for use when required.
- Assist with the upkeep on the School's web filter, including blocking and allowing sites as appropriate.
- Provide technical support and advice to the school.
- Assist with the installation of new software and help ensure licensing is compliance.
- Set up and maintain user and e-mail accounts, ensuring that new staff and children receive credentials in a timely fashion.
- Assist with the maintenance of inventories for IT hardware and software. Be familiar with and provide support for the school's CCTV & telephone system, door access control and other systems used by the school.
- Support the Data Protection Lead with any IT related data protection issues. Take an active role in the on-going support of the school's Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education. Using monitoring tools in place, monitor user activity on the network and report any issues to the Regional IT Manager and other appropriate staff. E.g. DSL. Create and update user guides for hardware and software.
- Assist with training sessions for all staff on systems they use. This includes Interactive whiteboards/screens, Office 365, CCTV, telephone system and any other IT used by the school.

JOB REQUIREMENTS

	ESSENTIAL	DESIRABLE
Qualifications	• Level 2 or GCSE A-C in English and Maths	• Professional ICT qualifications (e.g.) Microsoft.
Experience	• Recent and relevant experience of working in an IT Support role. • A knowledge of the safeguarding responsibilities of adults working within a school environment. An understanding and commitment to ensuring complete confidentiality in all matters and adherence to Data Protection regulations. • Knowledge of Microsoft Windows 7/8/10, Office software and other desktop products, Anti-Virus. • Excellent communication, numeracy and literacy skills	• Knowledge of interactive Whiteboards, touchscreens and associated software. • Knowledge of cloudbased systems such as Office 365. Knowledge of school MIS systems • Knowledge of child protection. Knowledge of networking and management of network hardware such as switches & wireless systems. • Experience of providing IT Support within schools
Skills and Personal Attributes	• Ability to prioritise tasks and work under pressure during troubleshooting and problem-solving. • Ability to interpret and analyse complex information. • High professional and personal standards in both work and conduct. • Good people skills, including the ability to work as a team member, but also having selfmotivation when working independently. • Ability to convey technical problems to nontechnical staff. • Good time management	

JOB REQUIREMENTS

	ESSENTIAL	DESIRABLE
Skills and Personal Attributes	• Confident in dealing with all levels of stakeholders. Strong in personal drive and willingness to get things done. • Openness to learning, change and personal development. • Resilience and motivation to manage day-to-day challenges. • Accepts accountability and takes personal responsibility for their own actions. • Commitment to further training and professional development. • High levels of discretion. • Effective use of Microsoft packages.	
Creative Education Trust Values	All colleagues are expected to demonstrate the Creative Education Trust values in their work by: • **Empowering Ambition**: Supporting personal growth, innovation and high performance. • **Championing Equity**: Promoting fairness, inclusion and high expectations for every student. • **Unlocking Opportunity**: Helping create access to knowledge, experiences and networks that broaden horizons. These values should be evident in how the post-holder works, collaborates and contributes to the wider Trust community.	
Equal Opportunities	• A demonstrable commitment to supporting and promoting safeguarding, student welfare, equality and diversity	
Safeguarding	• A thorough understanding of up-to-date safeguarding requirements and best practice	
Other Requirements	• Elevated expectations for every pupil and a proven track record of making a difference to the learning and experiences of pupils inside and outside the classroom	

ABOUT OUR SCHOOL:

Ellis Guilford School is a growing and thriving larger than average Secondary School with a clear mission "to ensure that children attending our school have a better chance of success". With a recently graded "Good" Ofsted in 2023, Ellis Guilford is at an extremely exciting point in its journey. We deliver a broad curriculum and have an extensive co-curricular offer to support our children to become confident, independent and balanced individuals, to allow all pupils to exceed beyond their potential. We do this by putting our values of equality, integrity and ambition at the core of everything we do.

ABOUT THE IT TEAM:

Join a fast-paced, forward-thinking IT team at Ellis Guilford School. This is an exciting opportunity to help shape the future of our IT department-bringing fresh ideas, driving improvements, and taking our service to the next level.

You'll be supported by a central trust-wide team offering extensive training, including customer service courses and collaborative working groups. Together, we tackle innovative projects and deliver high-quality support that empowers staff and students alike.

DISCOVER MORE ABOUT OUR TRUST:

We encourage you to learn more about our trust's culture, the continuous professional development (CPD) opportunities we offer, and the benefits available to our colleagues.

Visit our Trust website to explore these aspects in detail
and see how we support our staff in their professional journey.

CREATIVE EDUCATION TRUST
Knowledge Connected

WHY IS ELLIS GUILFORD SCHOOL A SPECIAL PLACE TO WORK?

HERE'S WHAT OUR STAFF SAY...

" The diversity, in all its forms here makes EGS such special place to work. Having worked in different schools, I find children here at Ellis are more respectful and tolerant of other people than students at other schools. "
Mrs Neave – Lead Practitioner

"EGS is special because of the strong sense of community, more than any other school I have experience. Staff really care about the students and share belief that each young person deserves the best."
Mr Brookes – Head of Year

"Ellis Guilford School is a special place to work because everyone is valued and everybody is recognised for the role they play."
Mr Al Rawi – Site Staff

"The culture of this school is extremely supportive and forward thinking. Every decision in this school is made with the children's best interests in mind and supportive of staff wellbeing."
Mrs Cunnigham – Teacher of Geography

"I feel so supported here at EGS, It goes further than just a staff relationship - when people check in with you, they really mean it!"
Mr Hunter – Head of Year

"The children make EGS a special place to work! They have wonderful personalities and are polite, kind and engaged. Because of the relationships they have with staff and the clear routines that we all drive, they trust that we want the best for them and their education."
Mrs Evans – Director of Faculty (English)