

BONITAS MULTI-ACADMEY TRUST, RANELAGH SCHOOL, RANELAGH DRIVE, BRACKNELL

CEO: Mrs B Stevens MA B.Ed (Hons)



## First Line I.T. Support Technician



Dear Colleague

Thank you for your interest in the role of First Line I.T. Support Technician to the Bonitas Multi Academy Trust. In this letter, I would like to provide you with some brief insight into our context and our priorities.

The Bonitas Multi Academy Trust currently serves the children and young people of two schools in Bracknell: Ranelagh Church of England School and Jennett's Park Church of England Primary School. Ranelagh is an outstanding secondary school with a 300-year history of education in the local area; Jennett's Park is a two form entry primary school with a nursery which opened in September 2011. Between them, the two schools share excellent facilities and they are actively supported by the Oxford Diocese.

From the outset the Trust has been clear about its commitment to securing excellent outcomes for the children in its schools. Our core purpose is to provide high quality learning and education within a supportive, stimulating and secure environment which will ensure children and young people are able to thrive. With this in mind, we seek to employ inspirational and energetic staff, committed to the trust's ethos. In return, we aim to provide opportunities for continuing professional growth and development for all staff, beginning with a carefully planned induction programme.

Given that we spend such a significant proportion of our time in the workplace, it is important to take pride and pleasure in what we do here. Teaching and non-teaching staff in our schools collaborate well. They are mindful of one another's well-being and there is a strong sense of collective purpose.

If you are interested in learning more about the role, then please do contact me.

I look forward to receiving your application.

Yours sincerely,



Beverley Stevens  
COE Bonitas Trust

### JOB DESCRIPTION

<b>Job title</b>	First Line I.T. Support Technician
<b>Hours</b>	Full Time, 37 hrs per week
<b>Salary</b>	BG -J (3-6) £18,562-£19,698 (plus London weighting £626), with the potential to move to Grade I after 4 years once on the job training and experience gained
<b>Contract</b>	Permanent
<b>Pension</b>	Eligible for the Local Government Pension Scheme
<b>Accountable to</b>	The Head of IT Services
<b>KEY FUNCTIONS OF THE ROLE</b>	
<b>Specific Responsibilities</b>	<b>Job Purpose:</b> <ul style="list-style-type: none"><li>• To support IT use across the MAT</li><li>• To support the maintenance and development the IT infrastructure, systems and processes in the MAT</li><li>• To support the development the use of IT across the MAT</li><li>• To support any Schools or businesses within the Bonitas MAT</li></ul>
<b>General Responsibilities</b>	<b>Support:</b> <ul style="list-style-type: none"><li>• To provide first line I.T. support</li><li>• To support and undertake basic trouble-shooting and diagnostics on hardware including: Windows based PC's, switches, cabling and Wi-Fi infrastructure</li><li>• To undertake basic trouble-shooting and diagnostics on software and applications including: Windows Operating System, Microsoft Office, Office 365, cashless catering systems and other installed</li></ul>

software

- To provide support with respect to the use of Audio/Visual hardware including: audio recording equipment; lighting systems; sound systems; projectors; interactive whiteboards etc.
- To support the use of IT equipment including: remote access; Wi-Fi connectivity for personal devices; printing; PCs; network connectivity; etc.
- To monitor, respond or escalate IT Helpdesk fault allocations in line with agreed timescales

#### **Maintenance:**

- To perform basic routine maintenance tasks on IT equipment including hardware, software and other peripherals
- To support the installation of new equipment
- To update and maintain the asset register
- To undertake the creation of and updating of user accounts

#### **Health and Safety**

- To report any health and safety issues and concerns immediately to the Head of Estates
- Be aware of, understand and act promptly to implement safeguarding duties
- Promote and implement all policies including health & safety, data security, equality and diversity

#### **General Operations**

- To be aware of the constantly changing trends in technology and methods of delivery
- Actively promote and demonstrate creativity and innovation in the organization

## PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• A*- C English and Maths or equivalent (Certificates required at interview)</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency at Work First Aid</li> <li>• Relevant IT qualification</li> </ul>
<b>Knowledge and understanding</b>	<ul style="list-style-type: none"> <li>• Understand the Trust environment and context in which IT is used, and the unique characteristics of the Trust's schools, students and staff</li> <li>• Understanding of the limitations and use of hardware and operating systems</li> <li>• Promote the use of IT related H&amp;S issues, E-Safety and Data Protection</li> <li>• Basic knowledge of PC physical and WIFI networking technologies.</li> <li>• Maintain familiarity with standard IT hardware and peripherals</li> <li>• To work with the current I.T. team in order to develop I.T. skills and experience that will enable advancement to a second line support role.</li> <li>• Play a team role, keen to learn.</li> <li>• Must be flexible, able and willing to work extra hours to meet business needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of safeguarding procedures</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• An understanding of the principles of working from and reporting into an I.T. Helpdesk.</li> <li>• Experience or relevant training in 1st Line I.T. Support</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a school environment</li> </ul>

<b>Skills and Attributes</b>	<ul style="list-style-type: none"> <li>● Excellent communication and organisational skills</li> <li>● Ability to work as a part of an effective team</li> <li>● Ability to think ahead and work independently on own initiative as necessary</li> <li>● Ability to prioritise tasks</li> <li>● Confidence to review own performance</li> <li>● Accuracy and attention to detail</li> <li>● Confidentiality</li> </ul>	
<b>Strategic Development</b>	<ul style="list-style-type: none"> <li>● Willingness to contribute to the strategic goals of the school</li> <li>● Commitment to upholding the school's aims, procedures and policies</li> </ul>	
<b>Teaching and Learning</b>	<ul style="list-style-type: none"> <li>● Keen to undertake job related training to increase technical and professional skills</li> </ul>	<ul style="list-style-type: none"> <li>● Evidence of continuing professional development</li> </ul>
<b>Motivation and personality</b>	<ul style="list-style-type: none"> <li>● Flexible and adaptable approach to working</li> <li>● Positive and proactive</li> <li>● Willingness to learn</li> <li>● Sense of humour</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>● To be aware of the Anglican foundation and ethos of Church Supported Schools</li> <li>● DBS Clearance (Enhanced) (the successful applicant will be DBS checked)</li> </ul>	

## ROLES AND RESPONSIBILITIES OF ALL BONITAS TRUST STAFF

As members of a cohesive team, all staff have a common section to their job description which identifies their general responsibilities.

- 1 To implement the aims of the trust
- 2 To contribute to school reviews, evaluation and forward planning and actively to support the implementation of the schools development plan
- 3 To ensure the implementation of all school policies
- 4 To maintain practices which lead to the highest standards of teaching and learning, pastoral care and guidance
- 5 Actively to maintain order and discipline in the school as well as to reward good conduct
- 6 To attend meetings as and when required according to responsibility and to communicate effectively with colleagues
- 7 To attend in-service training sessions as appropriate and work with advisory staff
- 8 To liaise with parents and governors as appropriate
- 9 To encourage a stimulating, secure, safe and attractive environment
- 10 Actively to support the Trust in a public forum

## ETHOS AND AIMS OF RANELAGH SCHOOL

### **Ethos**

Recognising its historic foundation, the school will preserve and develop its religious character in accordance with the principles of the Church of England and in partnership with that Church at parish, deanery and diocesan levels.

The school aims to serve its community by providing an education of the highest quality within the context of Christian belief and practice. It encourages an understanding of the meaning and significance of faith, and promotes Christian values through the experience it offers to all its pupils.

The school aims to provide a supportive, stimulating and secure environment where high standards of learning and personal responsibility are expected and achieved and where every member of the school community is respected and valued.

### **Aims**

- 1 To provide the environment, stimulus and opportunities which will encourage and enable every individual to discover and fulfil their potential.
- 2 To enable each individual to develop confidence and self esteem, and to encourage self reliance, self discipline and corporate responsibility both in school and in the wider community.
- 3 To develop each student's capacity to take responsibility for his/her own learning and to work constructively as a member of a group or a team.
- 4 To provide opportunities for each student to participate in and enjoy a range of cultural, creative, practical, physical and social activities and to develop their knowledge and skills in these areas. To provide opportunities for moral and spiritual development.

- 5 To ensure that each student leaves school with qualifications and achievements commensurate with his/her ability, with the knowledge, skills, attitudes and values which will provide the confidence to lead a fulfilled and responsible life, and with an awareness that learning is a life long process.
- 6 To educate all students through a broad and balanced curriculum which will prepare them effectively for adult life in a multicultural society and an interdependent, changing world.

Please complete our application form with a covering letter in which you summarise why you are suitable for the post and send it to [recruitment@bonitas.org.uk](mailto:recruitment@bonitas.org.uk) by email.

## HOW TO APPLY

Please send a completed application to [recruitment@bonitas.org.uk](mailto:recruitment@bonitas.org.uk)

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Please note that CVs cannot be accepted.