

**IT SERVICES
SUPPORT
TECHNICIAN
JOB
INFORMATION**



RGS



IT SERVICES SUPPORT TECHNICIAN

Newcastle upon Tyne Royal Grammar School

Required as soon as possible

THE SCHOOL

Newcastle upon Tyne Royal Grammar School (RGS) has long had a reputation as a premier independent school in the North East. Founded in 1545, the School has 1,295 students (including 264 in its Junior School) and is located in Jesmond, within walking distance of the city centre, and adjacent to Jesmond Metro station. A boys' school since its foundation, girls were admitted to the Sixth Form in 2001 and the school became fully co-educational in September 2006.

In addition to its reputation for academic excellence, the school also enjoys a wide range of excellent resources and facilities, and its accommodation has been extensively rebuilt and refurbished in recent years.

THE POSITION

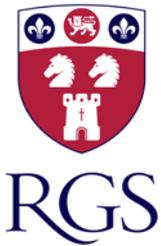
Required as soon as possible, an IT Services Support Technician to monitor and manage the school's IT Services for safe, effective use by pupils and staff; to define procedures and provide first line technical support in line with the IT Services departmental definition; facilitate staff and pupil access to digital learning resources in school and remotely.

The successful applicant is likely to be of graduate calibre, with excellent verbal and written communication skills, a keen eye for detail and prioritisation and the ability to suggest, develop and implement new and exciting ways of strengthening our IT Services and Digital Learning resources.

OVERALL RESPONSIBILITIES

- Interpret and prioritise IT support requests, identifying incidents and problems.
- To monitor user system logs and make suitable interventions to remedy issues identified.
- Desktop & Application Support - maintain, upgrade and configure PCs and applications.
- Assist in the planning, development, design, organisation and monitoring of IT infrastructure and developing IT Service systems and procedures.
- Set disk space and printer quotas; create network shares and manage access rights; monitor system logs.
- Apply and maintain Internet and E-mail filtering rules and policies.
- Contribute to effective operation of network and server procedures.
- Enforce policy/procedure/statute to ensure the school's compliance and initiate appropriate actions arising.
- Assist in the procurement and provision of IT consumable resources.

Job description: IT Services Support Technician
Deadline: 12 noon Wednesday 14th August 2019



- Assist in the management of IT facilities including use of premises and major works and projects etc. e.g. new development.
 - Support the management of Health & Safety within the school.
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PERSONAL QUALITIES

The following skills and personal qualities are a minimum requirement for this role:

- Educated to NVQ Level 4 or equivalent qualification in a relevant discipline;
 - Exceptional written and verbal communication skills and the ability to adapt style and tone to communicate effectively with a wide range of audiences;
 - The ability to think strategically and proactively in order to drive forward change and innovation whilst protecting the RGS brand;
 - A natural problem-solver who is motivated by implementing processes and solutions;
 - Proficient with all aspects of Microsoft Office and the support of Microsoft Windows 7. A familiarity with Windows 10, Android, IOS and OSX operating systems is desirable;
 - Good knowledge of Microsoft Windows Servers and networks;
 - A working knowledge of wired and wireless networks;
 - The ability to build and maintain strong positive relationships with stakeholders in a warm and friendly manner;
 - An understanding of the wider issues and responsibilities associated with working among young people in an educational environment.
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KEY TERMS AND CONDITIONS

- This is a full-time appointment to commence at the earliest convenient date.
 - The post will report to the Director of IT Services.
 - A competitive salary and other conditions of service, based on the RGS Support Staff Pay Scale up to £23,000pa, depending on experience.
 - 37.5 hour working week, Monday to Friday. In addition there will be occasional out-of-hours work, which will be paid as Time Off in Lieu.
 - During term time, a free lunch is provided in School for all RGS employees.
 - There is an RGS Support Staff Sick Pay Scheme.
 - The IT Services Support Technician will be required to auto-enrol into a qualifying pension scheme, and will have the right to opt out of such a scheme. The employee will be eligible (and be encouraged) to join the RGS Support Staff Pension Plan, which is a qualifying scheme (full details will be provided).
 - The IT Services Support Technician will be required to comply with a range of RGS Policies, in particular those regarding Safeguarding, Data Protection, use of ICT facilities, and Health and Safety.
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- As with all RGS employees, the IT Services Support Technician will be encouraged to become involved in the wider life of the RGS community.

LIVING IN THE NORTH EAST

Whilst the North East is beloved and popular with so many, we know that not everyone will have had first-hand experience of it, so this is a short introduction to a city and region which we love, and believe you will too. Newcastle is a medium-sized city with an historic centre and a vibrant life of its own. There's culture and arts in the form of award-winning BALTIC Art Gallery, and The Sage, alongside several theatres that attract national touring productions. There's music from classical to club and we are home to the Royal Northern Sinfonia. There's also a growing food culture with some fantastic restaurants.

If you like sport then there's certainly no shortage of top class entertainment: from Premier League football being played at St James' Park and EFL at the Stadium of Light to first class cricket at Durham (a mere half hour away), and great rugby at the Falcons, not to mention basketball and even ice hockey, and then there is the annual Great North Run. The North East has also produced some of the country's finest athletes in track and field and there are clubs aplenty to get involved with, most famously in Gateshead.

The coast and the hills are minutes away from the city centre. By car you can be in the middle of nowhere in 45 minutes, the Scottish Borders is only an hour away and the Lake District an hour and a half. The coast is served by the Metro (our version of the Tube), but some of the country's best beaches are up the road in Northumberland, less than 40 minutes by car. There's mountain biking, road cycling, climbing, and endless hill walks in stunning countryside. There are green spaces all over the city too, with plenty of parks for children and dogs alike to run around.

There are three local teaching hospitals, two universities in the city with another three close by. Some pioneering medical work goes on at the RVI, Great North Children's Hospital and the Freeman Hospital.

History abounds with more castles than you could count and sites of interest for almost every period of English (and border) history. Add that to a proud, independently minded and very friendly local population and we have most things you could want.

There are some really excellent primary schools in the region and city as well as some good secondary schools too, but staff do get a discount at the RGS. There are also a number of good competitor independent schools as well.

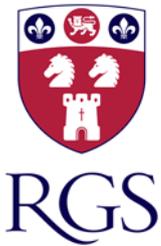
The RGS is on the edge of the city centre, a ten-minute walk from the main shopping areas. The leafy, affluent suburbs of Jesmond and Gosforth are close by with housing ranging from purpose-built flats in terraced streets and conversions of bigger houses to terraced houses, post-war semis and large, family-sized detached houses with big gardens. All of this is within walking distance of the school so no commute is needed. Properties are very affordable both within the city and the surrounding area. If you want to travel to work then you could wake up with a sea view, hop on the Metro and be at school just half an hour later. The region wins tourism and lifestyle awards for very good reasons!

HOW TO APPLY

Confirmation of any appointment offered can only be made when the following procedure has been fully completed.

All staff who work in a school environment and may have unsupervised access to children must receive a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS), which the School will arrange. The provisions of the Rehabilitation of Offenders Act 1974 regarding disclosure of spent convictions do not apply to those seeking to work in a

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School. We ask if you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). The amendments to the Exemptions Order 1975 (2013) provide that certain spent convictions and cautions are "protected" and are not subject to disclosure to employers, and cannot be taken into account.

In addition, as the position may involve supervising children under the age of eight outside teaching hours or managing the supervision of children under the age of eight the declaration will ask if you are living in the same household as someone who could be a danger to children. We will ask you to sign a declaration to that effect.

- Confirmation of appointment to this post will be subject to:
 - receipt of a full, continuous, c.v.;
 - receipt of a satisfactory Enhanced Disclosure from the Criminal Records Bureau;
 - receipt of two satisfactory written references, one of which should be from the applicant's current or most recent employer;
 - a satisfactory Disqualification by Association declaration; and
 - a satisfactory medical screening report.
- Applicants must provide:
 - a completed RGS job application form;
 - a full c.v. (which under the regulations for selection of school staff must provide a continuous employment record and account for any gaps in employment);
 - a supporting letter setting out the strengths which the applicant believes he/she would bring to the post;
 - their daytime and home / mobile contact numbers;
 - their e-mail address; and
 - the names of two referees (one of whom should be their current or most recent employer), indicating whether the School may contact them prior to interview.
- Applications must be received by **no later than 12 noon on Wednesday 14th August 2019** by e-mail to e.evans@rgs.newcastle.sch.uk (with documents as Word attachments).
- For an informal chat about this post, please e-mail the Director of IT, Paul Miller (p.miller@rgs.newcastle.sch.uk)
- Further information about the School is available on its website, www.rgs.newcastle.sch.uk



CONTACT DETAILS

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