



WARBLINGTON  
SCHOOL

# Candidate Information Pack

## ICT TECHNICIAN

Salary Grade C/D (depending on experience)  
£22,480-£24,795 Actual (£24,405 -£26,918 FTE)

37 hours per week, 42 weeks per year  
Mon-Fri 08.00am-4.00pm



A very warm welcome to Warblington School

Dear Applicant

Thank you for your interest in Warblington School.

Warblington school has something quite special about it. We are a very small, but rapidly growing secondary school. At only 780 students we can do things differently here as we know individuals well. But it goes deeper than that. Everyone who visits will tell you just how welcoming the school is for new staff and students – over 40 students joined us mid-way through the year last year, with each one saying how they had settled in well and were enjoying school. Ofsted noted during their recent inspection (Jun 2023) that *“most pupils like attending this kind and caring school”* and *“pupils build strong friendships with their peers”*

It is a thriving community and I am proud to say our students are well behaved, friendly, kind and considerate. They welcome visitors and they are proud to speak of their school. Our staff are passionate about improving learning and aim to inspire and challenge the young people we work with.

We believe that children have the right to the best education and during their time with us, we aim to equip all of our students with the skills they need to flourish in modern society; to make the best of opportunities and to be able to positively contribute once they leave Warblington School.

I am pleased to say this was recognised during our recent inspection, where inspectors commented that Students *“talk confidently about what they have learned”* and acknowledged that *“A well-planned personal, social and health education programme sets pupils up well for the future, preparing them successfully for adulthood.”*

We have high aspirations for everyone who wears the Warblington School logo and we strive to improve ourselves through a clear focus on learning and achievement in a supportive environment. As a parent myself, I know that children and young people learn best in an environment which is secure, happy and caring. Our learning community works hard to create the right atmosphere and we pride ourselves on seeing each child as an individual. We take time to celebrate achievements together, whether they are academic, sporting, artistic or dramatic.

Here at Warblington, we are committed to bringing the best out of each and every student entrusted to us and being a small secondary school allows us to get to know each individual and provide them with the support they need that will enable them to thrive.



Curriculum is very important to us and has played a key role in our improvement in outcomes. Teachers here are passionate about the subjects they teach and we believe students need to experience a wide range of subjects for as long as possible, which is why our options process begins at Christmas of year 9 and takes effect from that Easter, allowing us time to ensure each student gets the right level of advice and guidance to help them make informed choices.

Finally, it is important to note that teaching and learning is at the heart of everything we do. Ofsted acknowledged that *“Staff know pupils very well. Importantly, they have pupils’ best interests at heart. Leaders and staff are committed to unlocking pupils’ potential”*.

I hope you enjoy finding out about Warblington School. Having access to a broad and balanced curriculum, and learning opportunities outside the classroom are key to our students developing into young adults.

I sincerely hope that we will be welcoming you into our community!



*Our aim is to ensure that excellence is our expectation.*

Mike Hartnell  
Headteacher

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Warblington School is seeking a motivated and dedicated IT Technician to join our IT Team, providing vital support for the smooth operation of IT systems across the school. The ideal candidate will have a solid understanding of IT systems and problem-solving skills.

At Warblington School, we are committed to creating a vibrant, supportive environment where both staff and students can excel. As part of our team, you'll collaborate with passionate professionals, working together to help students reach their full potential.

## Key Responsibilities:

- Provide first and second-line IT support to staff and students, ensuring the smooth running of the school's IT infrastructure.
- Diagnose and resolve issues with laptops, desktops, tablets, and printers.
- Manage and troubleshoot - projectors, speakers, SMART panels, and sound and lighting equipment in the main hall.
- Install, remove, and troubleshoot a variety of software on different devices.
- Provide on-site IT and AV support during classes or meetings as needed.
- Conduct regular site audits to maintain the functionality of classroom IT and AV equipment.

## What We're Looking For:

- A proactive, flexible, and collaborative approach to working in a team.
- Previous experience working with young people is advantageous.
- Ability to contribute to the wider school community.
- A good working knowledge of IT systems.

## What We Offer:

- A welcoming and supportive working environment.
- Opportunities for professional development and career growth.
- The chance to have a meaningful impact on our students' educational experience.

If you're passionate about IT and education, and eager to contribute to a thriving school environment, we'd love to hear from you!

Closing Date: 7 March 2025

Interview Date: w/c 10 March 2025

**We would strongly recommend an early application as we reserve the right to close this vacancy early if we receive sufficient applications for the role.**

## JOB DESCRIPTION

<b>Main Purpose:</b>	<ul style="list-style-type: none"> <li>➤ To assist the IT Network Manager and Team in the efficient operation of Warblington School's IT network and deliver high-quality 1st line and 2nd line technical support at all times.</li> <li>➤ To provide 1st line and 2nd line support to all users via E-Mail, Telephone, and in-person using a professional tone and language.</li> </ul>
<b>User Support</b>	<ul style="list-style-type: none"> <li>➤ To provide hardware and software technical support to staff and pupils delivering a timely resolution within agreed deadlines.</li> <li>➤ To accurately log and document service requests on the IT Helpdesk, recording actions taken to resolve the request and provide feedback to users on a resolution or further action if issues cannot be resolved quickly.</li> <li>➤ To provide a helpful, responsive and courteous service to all IT users and assist pupils/ parents and staff in using IT Equipment and Applications when required and demonstrate where appropriate.</li> <li>➤ To provide in class or in meeting, IT and AV support when necessary.</li> <li>➤ To set up IT and AV equipment for school assemblies, exams, presentations, meetings or events when required.</li> <li>➤ To support printers in school and solve minor faults, paper jams etc.</li> <li>➤ To create and maintain accounts and user permissions, undertake password resets as required and assist with the training and support of existing and new users.</li> </ul>
<b>Hardware and Application Support</b>	<ul style="list-style-type: none"> <li>➤ To diagnose and resolve basic network, software and hardware faults and perform maintenance repairs and upgrades.</li> <li>➤ To maintain the print management system and print limits.</li> <li>➤ To undertake regular site audits to ensure full functionality of classroom IT and AV equipment and to identify any IT and AV issues, repairing or replacing wires and connectors as necessary.</li> <li>➤ To install and configure desktop computers according to DTS (Digital Technology) H&amp;S and DSE standards.</li> <li>➤ To maintain an accurate and current Fixed Asset Register for all hardware equipment, undertaking a regular and annual inventory check</li> </ul>

<b>IT Network Support</b>	<ul style="list-style-type: none"> <li>➤ To assist with essential emergency or scheduled network maintenance, this may also require out of hours working.</li> <li>➤ To assist the IT Network Manager and contractors in the running and terminating of network cabling.</li> <li>➤ To ensure data backup processes are followed in conjunction with the IT Network Manager and school disaster recovery plan. and to assist pupils and staff with the recovery of data and documents, when available.</li> <li>➤ To provide and undertake routine scheduled maintenance tasks on the servers and network infrastructure.</li> </ul>
<b>Admin and Communication</b>	<ul style="list-style-type: none"> <li>➤ To collaborate with external contractors on reported incidents and work towards the satisfactory resolution of problems.</li> <li>➤ To administer and support the IT Equipment/Room Booking Service.</li> <li>➤ To continuously monitor helpdesk and network incidents and maintain detailed records of support requests to identify quick fixes and resolution method.</li> <li>➤ To report faulty IT equipment under warranty to manufacturers and arrange the collection of faulty equipment within the Asset Management procedures.</li> <li>➤ To Assist the IT Network Manager as required and undertake any other tasks which may be required by the IT Network Manager.</li> <li>➤ To work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the IT Network Manager, and other duty that may be reasonably required.</li> </ul>

## PERSON SPECIFICATION

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>➤ Qualifications equivalent to NVQ level 3 in a relevant area or experience which demonstrates abilities of that level</li> <li>➤ Experience of maintaining, installing, implementing &amp; troubleshooting a range of IT &amp; AVA hardware and software systems.</li> <li>➤ Experience with Microsoft servers and clients.</li> <li>➤ At least some experience in an IT based working environment.</li> <li>➤ Experience of working as part of a team.</li> </ul> <p>Good knowledge and understanding of :</p> <ul style="list-style-type: none"> <li>➤ IT and AV infrastructure, including hardware, software and operating systems, specifications, testing &amp; troubleshooting.</li> <li>➤ Windows based servers/clients hardware and software</li> <li>➤ AV Video/DVD recording, editing and publishing</li> <li>➤ Networks and networking</li> <li>➤ Printer and consumables</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>➤ Able to cope with the pressures of school environment</li> <li>➤ Good organisational skills and ability to multitask</li> <li>➤ Ability to work constructively as part of a team but also able to think and work independently.</li> <li>➤ Attention to detail in preparation and planning of tasks</li> <li>➤ Patient disposition – able to reconcile conflicting demands upon time and to work co-operatively with academic and other staff</li> <li>➤ Able to use own initiative within established working practices.</li> <li>➤ Ability to form good relationships with colleagues</li> <li>➤ methodical approach to work, attention to detail</li> <li>➤ Committed to continued, professional development.</li> </ul>



# EXPLANATORY NOTES

## Application Procedure

- 1) Read carefully all the information about this post.
- 2) Complete the application form as fully as possible. You must use the school (HCC) application form. If there is insufficient room on any section of the form, please provide the additional information on a separate sheet.
- 3) In section 'details in support of your application' please tell us:
  - a) Why you are applying for this post.
  - b) How your experience, skills, training and/or qualifications equip you for this position and specifically how you meet the person specification and requirements of the job description.

Early applications are encouraged, and we reserve the right to close the vacancy early if **we receive sufficient applications for the role or if a suitable candidate is found.**

## Appointment Process

- 1) Suitable applicants will be shortlisted for an interview.
- 2) If you are successful, you will receive a telephone call or email inviting you to attend an interview. It is therefore important that you give us your email address.

## Pre- Employment Checks

The successful applicant will be required to:

- 1) Provide details of two referees who know you in a professional capacity, one of whom must be your current or most recent employer (for teaching staff this includes the Headteacher or mentor at your placement if you are still training). It is our usual policy to take up references before interview where possible. Employment is conditional on these references being deemed satisfactory.
- 2) Provide proof of all relevant qualifications (GCSEs and A levels or equivalent), degree and teaching qualifications.
- 3) Provide proof of eligibility to work in the UK.
- 4) Undertake an Enhanced Disclosure and Barring Service check and receive clearance. Please note that an enhanced check will reveal all criminal convictions on record, including those that might be considered 'spent'.
- 5) Complete a Health Declaration form



## Conditions of Service

Employment is subject to a number of pre-employment checking procedures – these are given above.

For teaching staff, this post is also subject to the School Teacher's Pay and Conditions Document and the Condition of Service for School Teachers in England and Wales known as the Burgundy Book. The professional standards for teachers will also apply.

The job description may not necessarily be a comprehensive definition of the post and may be subject to modification or amendment at any time after consultation with the post holder.

## Salary

Support Staff, whether full or part time, will automatically be a member of the EHCC Pension Scheme unless they elect to opt out.

## Policy on Equal Opportunities

The School is an Equal Opportunities employer and appointments are based on the applicant's ability to meet the requirements of the position. The School is opposed to any form of discrimination against any individual or group and welcomes the fact that our School includes a diversity of individuals from many races and cultures.

Behaviour, which is discriminatory on the grounds of race, colour, culture, nationality, gender, sexual orientation, disability, religion will not be tolerated.

The School is also committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment