

Oaklands Catholic School and Sixth Form College

APPLICATION PACK FOR SENIOR IT TECHNICIAN



**Edith
Stein**
Catholic
Academy
Trust

CONTENTS



- 3 Senior IT Technician—General Information
- 4 The Role and Responsibilities
- 5 The Role and Responsibilities continued
- 6 Our Journey
- 7 Person Specification
- 8 Working For Us
- 9 Staff Profiles
- 10 Application Process
- 11 And Finally

SENIOR IT TECHNICIAN



Senior IT Technician

**Term –time only (40 weeks a year)
Temporary 1 year contract with the
possibility of extending to 2 years then
Permanent contract
starting ASAP**

Support Staff Grade D1 £25,628 (FTE)
Total Actual Salary £22,483.64

Hours of work: Monday to Thursday 8am to 4pm. 8am to 3.30pm on a Friday.

The Trustees of the Edith Stein Academy Trust are seeking to appoint a Senior IT Technician to join our hardworking, committed, and enthusiastic IT Support team at Oaklands Catholic School and Sixth Form College in Waterlooville. We hope this will capture your enthusiasm and would like to thank you for your interest in this post.

If you are a Catholic, you will understand the distinctiveness of Catholic schools such as Oaklands and this will be attractive to you. You do not have to be a Catholic to work at Oaklands; the Trustees of the Academy Trust welcome applications from candidates of differing faith backgrounds or none who can be supportive of the school ethos.

Background

You will join a team of three supporting nearly 2,000 users and 1,200 devices across three schools in the Waterlooville and Portsmouth areas. We support a large number of Windows devices (Desktop PC's, Laptops, Tablets), as well as network infrastructure such as switches, servers (both physical and virtual) and wireless access points. We also support printers, photocopiers, and classroom equipment such as projectors, and interactive screens. This is

**Oaklands Catholic School
and Sixth Form College**

THE ROLE



on a Windows LAN with an Office 365 environment. We also support CCTV cameras, the school's phone system, and the sound and lighting equipment in the school hall. You will be expected to play your part in supporting events, such as the annual school play, the Year 7 Disco, or external lettings in the hall on a rota basis. This is a busy and varied role, and you'll have the opportunity to develop new skills.

You will help deliver high-quality IT Services to the school community. This will include travelling to and working at other sites during working hours and occasionally providing support for lettings and school events which may be outside of usual working hours, for which overtime is payable.

IT Support

We support Senior Leaders, Teachers, Administrative Staff and Students. You will meet or

exceed expectations through resolving incidents, answering questions, and actioning change requests quickly and efficiently, or by escalating senior team members as appropriate. We maintain the equipment inventory, maintain audio/visual equipment such as classroom projectors/speakers and interactive panels, and work with suppliers to submit warranty claims among many other things. You will play a part in all of this.

Project Support Management

You will work on several projects, which could range from installing new hardware or software, maintenance of firewall policies for security and to ensure a safe browsing environment for users or maintaining the school network build image for desktops and laptops for example.

Oaklands Catholic School
and Sixth Form College

THE ROLE CONTINUED



We are looking for...

This is a varied role, in which you will be part of a fantastic team. We are looking for a hard-working self-starter who is adaptable, learns quickly, can work as part of a team, and can contribute your ideas and suggestions. You will be able to communicate clearly by telephone, email, in face-to-face discussions, or in online meetings. You'll also have a professional, friendly, and positive manner.

You will have passed a Level 3 Apprenticeship and/or have Microsoft certification(s) or equivalent. Ideally, you will have experience of working in a support environment.

In return, you work in a positive, friendly environment where you will be making a positive contribution towards the school and the education of our students.

**Oaklands Catholic School
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OUR JOURNEY



Oaklands is a Catholic Academy taking in boys and girls from 11-18, which has been established by the Diocese of Portsmouth for the education of Catholic children who live within the designated parish catchment area allocated to the school. In addition, Oaklands also takes in a number of children from other Christian denominations whose parents have specifically requested a Catholic education at the school, provided that they satisfy the criteria laid down in the Governors' Admissions Policy.

Oaklands has over 1,400 students on roll, including a Sixth Form College of 220 students. It is a well established comprehensive school, which is well supported by parents and highly respected in the community. Oaklands offers a full range of GCSE, Vocational and A2 Level courses. Students at all levels are provided with challenge and support as appropriate. The school's success is rooted in a strong academic tradition.

The school is part of a soft federation; working closely with other local schools, which provides an opportunity to share expertise and resources. We are also a strategic partner in a Catholic Teaching Alliance.

Oaklands is on an exciting and imaginative journey; providing the best support possible for teaching and learning is at the heart of what the IT support department aims to achieve, including:

- Modern or refurbished buildings, maintained to the best possible standards
- Up to date furnishings and equipment to meet today's education needs
- Efficient and relevant process and procedures
- Continuous Improvement – empowering staff to take responsibility for areas of change

The school stands within attractive and extensive grounds including woodlands and playing fields. Well-equipped specialist facilities are provided for all areas of the curriculum. In recent years the school has undergone a major refurbishment in many areas.

**Oaklands Catholic School
and Sixth Form College**

PERSON SPECIFICATION



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Essential:

- 5 GCSEs grade 5 to 9 including English and Maths or equivalent.
- Experienced in troubleshooting Windows 10, Windows Server, and Microsoft Office.
- A good working knowledge of network management.
- Ideally, you will either have finished (or close to finishing) a Level 3 Apprenticeship in IT Support (or similar), or have gained Microsoft certification(s).
- Excellent fault finding and diagnostic skills.
- Excellent organisational and administrative skills.
- Ability to work with other staff as a team.
- Real interest and enthusiasm for working within IT.
- A desire to aim for a continual improvement in service, management, and maintenance of IT Services.
- Excellent interpersonal skills, able to communicate to people of a wide range of technical and non-technical backgrounds.
- Ability to meet deadlines.
- Smart appearance and friendly manner
- Flexibility and a readiness to undertake a wide range of tasks.
- Undertake role of Fire Warden and/or First Aider.

The following would be desirable:

- Experience of working in an IT support environment.
- Experience of working in an educational establishment.
- High level of literacy/communication skills, capable of producing documentation written to a high, professional standard.
- Experience of supporting MacOS.
- Experience of supporting Office 365 / Google Classroom.
- Basic TCP/IP networks e.g. setting up a home router, WiFi.
- Knowledge of Microsoft Azure Active Directory.
- Experience of scripting, particularly in PowerShell.
- Experience of Microsoft Intune.
- Possess Full Clean Driving Licence
- In sympathy with the Catholic ethos of the school, including a commitment to co-operation and helpfulness and a concern for the well-being of others.

Please note:

- **All Staff will be required to complete an Enhanced DBS application following the initial offer of employment.**
- **Evidence of qualifications will be required on appointment.**

WORKING FOR US



Eight Reasons why we think you might want this role at Oaklands

- In your current role you have already had a positive impact on the organisation you work for.
- You believe in the strength that working with a diverse group of people brings
- You are attracted to working in a school that can provide a range of opportunities for you and your colleagues.
- You value young people and see that professional and effective support functions ensures continuity of teaching and learning
- You can see the value in developing professional relationships that get the best out of colleagues.
- You are excited by the chance to work collaboratively with other colleagues in other departments
- You are motivated by the thought of being a member of a team that delivers some of the best education in Hampshire
- You give of your time freely recognising that this contributes to successful outcomes and job satisfaction.

Four reasons why you might not want to come and work for us (please look at the very last page)

- The match of your skills and experiences to our needs is not a good fit
- You are anxious about coming into a Catholic school (don't be)
- You have not worked in the education sector before
- You feel you might not be ready to help a high performing department

**Oaklands Catholic School
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STAFF PROFILES

Nicolle Pinchen—IT Operations Manager

I joined Oaklands in April 2019 as an Apprentice IT Technician. I work closely alongside the Network Manager and our small team of technicians to help solve and support issues around the school. My work is wide and varied from preparing the IT suites ready for lessons, to



managing the ticket fault reporting system. No two days are the same at Oaklands, which keeps the role both interesting and exciting. I have a background in the music industry, mainly the business and promotion side. I studied a BTEC Diploma in Music Technology at South Downs College in 2010, then moving onto completing a Music Business and Promotion degree at Southampton Solent University.

Eighteen months after finishing University, I decided to pursue a career in IT, this has always been a strong passion of mine. There is a strong link between my degree experience and some of the work here at Oaklands. The support at Oaklands has made me realise that I could have a career in this area. The apprenticeship scheme at Oaklands enabled me to learn on the job and gain another qualification. I undertook remote online training at home for 5 days every 5/6 weeks delivered via an assessor at Highbury College. As well as this I have been trained by my Line Manager and the Network Manager on different systems and hardware's around the school. I am proud that I have passed all my exams as part of my apprenticeship training to a high standard.

I have recently undertaken a management apprenticeship in Level 4 Network Engineering, alongside my day-to-day role and obtained a Distinction level grade.

For me, the best thing about working here is the community. To be able to work in a place that is accepting and with colleagues who are kind and go the extra mile to help each other. There is a strong feeling of community spirit. If you are thinking of a career in Oaklands I would say 'Apply!' It is the best career choice I have ever made and I couldn't be happier. Oaklands is a fantastic place to work with a lot to offer!

Head of History Department Caroline Wilkinson

I have been Head of History at Oaklands since September 2018. I have previously worked as a Project Co-ordinator in the Business Services department of First Direct and prior to that I travelled in Asia and Australia, working mostly on farms, which I really enjoyed!

I have been a Teacher for 7 years now, working in three different schools. I had previously progressed to being responsible for Key Stage 3 (years 7 to 9). I had some excellent coaching from my previous Head of Department and he coached me on the different aspects of the role. I was also given the opportunity to join the Senior Leadership Team on a temporary basis. This certainly gave me a more detailed understanding of the complexity of running a school. All of this experience has enabled me to have the confidence to step up to Head of Department at Oaklands. Being Head of Department is a great job and I would like to develop my role as an examiner in the future.

My biggest achievement so far has been building an effective team of teachers that work collaboratively together.

I really enjoy working in a Catholic school. The values and routines really fit well with what I feel is important in education. Working in a Catholic school gives a more holistic approach and we are very inclusive. The best thing about Oaklands is the people, both the staff and the students are fantastic. If you ever need any assistance there is always someone willing to help if you just ask!

If you are thinking of applying to work at Oaklands I would say 'Go for it!' Oaklands is a fantastic school with a strong academic tradition and a secure, inclusive pastoral ethos!



Oaklands Catholic School
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APPLICATION PROCESS

All support staff are bound by the terms and conditions of contract of employment issued by the Catholic Education Service. The governors, as employer issue you with a Catholic Education Service (CES) contract this is downloadable from the CES and school websites.

- Please complete a CES Support Staff application form. This can be downloaded from the school website
- Please also complete and return the Consent To Obtain References Form

Completed applications and Consent Forms should be sent by email to :

L.austin@oaklandscatholicsschool.org

or by post (marked 'Application' in the top left hand corner) to:

Mrs Louise Austin
HR/Finance Assistant
Oaklands Catholic School
Stakes Hill Road
Waterlooville
Hampshire
PO7 7BW

Please note that incomplete applications will not be accepted.

Previous Candidates Need Not Apply

Closing date:

Friday 12th July 2024, 5pm

Interviews:

Week commencing 15th July 2024

Please note on Page 10 of the application from you are required to complete a supporting statement.

The candidate application form asks for three references. Normally one of these referees should be your current or most recent employer. Please see the details in the application form. We reserve the right to take up references with your previous employer.

In addition to asking your referee questions related to your suitability for the position we will make enquires into the following:

- Disciplinary procedures in relation to allegations of inappropriate conduct with children, including any in which the penalty is 'time expired' (that is where a warning could no longer be taken into account in any new disciplinary hearing for example)
- Whether the applicant has been the subject of any safeguarding concerns
- The outcome of any enquiry or disciplinary procedure
- If the candidate is not currently working with children but has done so in the past, his or her previous employer with children will be asked about those issues.

In accordance with safeguarding guidance the school will not consider 'Open References' from a candidate. As part of the interview process all candidates will be required to:

- Take a tour of the school
- Meet the team

In accordance with Keeping Children Safe in Education 2023, section 221, in our shortlisting process, we carry out an online search as part of our due diligence on shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which the school or college might want to explore with the applicant at interview.

Please visit our school website for more information about Oaklands and other recruitment documentation:

www.oaklandscatholicsschool.org

- Supplementary Forms (to be given in at interview stage)
- Recruitment and Monitoring Form
- Rehabilitation of Offenders Act 1974 Disclosure Form
- Annual report and financial statements
- Governor strategy
- Oaklands Catholic School Main Prospectus
- Equality Act 2010

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AND FINALLY



What about those FOUR reasons why this role might not be for you!

The match of your skills and experiences to our needs is not a good fit

Come and visit us, read the pack, phone Tim Finch, Director of Business and Finance and find out if the match is better than you think

You are anxious about coming into a Catholic school (don't be)

Again come and visit us, experience our community and talk to staff about their experience. The majority of staff at Oaklands are not Catholic

You have not worked in the education sector

If you are not ready for this then we still want to hear from you. Most of our best staff had little or no experience before coming to Oaklands but with training and development, over time they gained the experience

You feel you might not be ready for this challenging new role

If you are still reading, then you probably are

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Stakes Hill Road

Waterlooville

Hants

PO7 7BW

Excellence in
S.T.E.M.
@ Oaklands

Potential for Greatness


THE SIXTH FORM
Oaklands Catholic School

