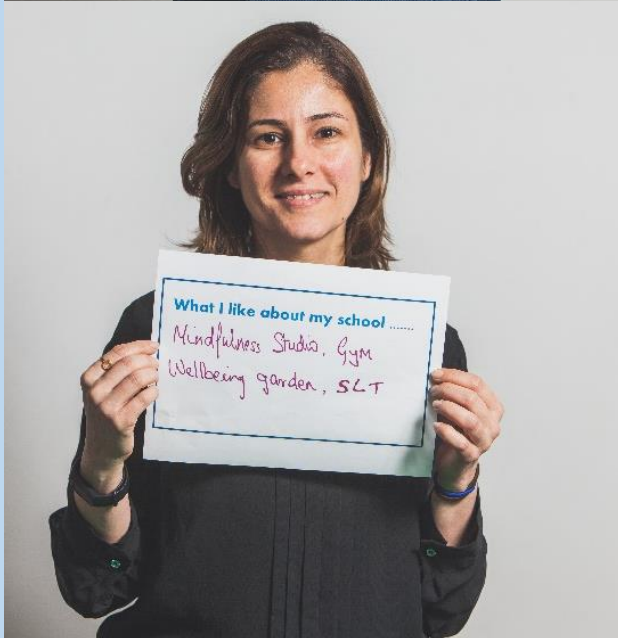




Information Pack
IT Support Engineer - Permanent
Closing date: Thursday 27th February 2020 12 noon Interviews
will take place week commencing 2nd March 2020

Staff say...



Welcome to The Rise School - A Vibrant Learning Community.

Welcome to our school community. Our pupils are some of the most vulnerable children in society and we are passionate in our desire to see them blossom, experience success and develop confidence and strategies to overcome some of the challenges associated with their autism. We have two pillars that run throughout all our work: the academic and social progress of our pupils. These are of equal importance.

Vibrant

Our school is a vibrant place to work. We've got great facilities: a wellbeing garden, sensory room, soft-play room and a gym – which staff use too. Break and lunch times are opportunities to play and interact with our pupils, role-modelling our values. Learning also takes place outside the classroom via frequent trips, camping, externally-led workshops, community trips and after school clubs.

Learning

Learning is at the heart of everything that we do at The Rise – we make the effort to make sure 'learning is irresistible' for our pupils and is equally underpinned by the principle of being evidence-informed.

Learning is central for staff too - you are encouraged to take proactive ownership of your CPD. There are many ways to develop yourself which of course include conference attendance but goes beyond also: borrow a book from the staff library in the staffroom, read the L&T bulletin and platform, access an online learning course, talk and observe colleagues. Recommendations of books to add to our library, or courses you think look interesting, are always welcomed.

Community

Team work is central to all our achievements at The Rise. You will find yourself part of a staff body who is empowered to be proactive and take their own initiative; are flexible and are willing to go above and beyond to support one another.

The sense of community is developed through our Wellbeing initiatives such as 'Secret Buddy' and Friday's 3-4pm slot where you can cultivate your wellbeing through learning something new or relating to your colleagues: we've had knitting, fitness, running, dance, relaxation, art sessions. Our community is strengthened by giving and receiving feedback to one another – its how we all grow and develop. We support our families through half-termly 'Parent Meets' and socials.

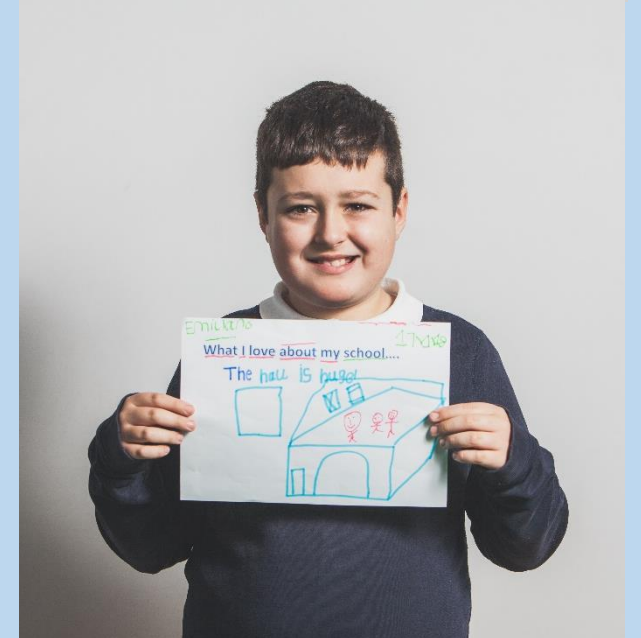
Values

Our school values are **Be Kind, Be Resilient, Be Proud**. They were generated collaboratively and underpin our community. We explicitly teach, embed and celebrate these values, for example our kindness trees are growing outside each classroom. The Rise is a very special place for children and young people to learn, thrive and be happy, hand in hand with our families and carers. It's an equally special place to work.

We hope to welcome you to our team!

Helen Ralston – Head of The Rise School

Pupils say...



JOB DESCRIPTION

Job Title: IT Support Engineer

Team: The Rise School

Job Band: General Band 4 Point 55 to 64 – Dependant on experience

Salary Range: £26,068.90 to £31,153.45 Actual

Job Term: Permanent

Purpose:

To analyse and resolve desktop, hardware and software issues including presentation equipment and mobile devices, in a timely and comprehensive fashion for school staff as well as pupils and young adults with autism.
To work with both internal and external stakeholders, to participate in the installation, developing, monitoring, maintenance, support, and optimisation of all network hardware, software and infrastructure.
To work with internal and external stakeholders to investigate and develop new technologies for school staff as well as pupils and young adults with autism.

Key Tasks & Responsibilities

Provide dedicated first line IT support to users across the organisation both in person, online and on the telephone as required.
Respond quickly (and in line with agreed response times) to requests, re-directing, logging or dealing with matters appropriately.
Install, test and maintain desktop, laptops, mobile devices, audio-visual equipment and other IT and infrastructure related devices as necessary.
Administer network monitoring and reporting tools.
Administer the network security applications such as the firewall, web filter and anti-virus packages.
Resolve staff queries relating to Microsoft Office 365, Microsoft Office applications, internet and connectivity to other Ambitious about Autism/Ambitious about Autism Schools Trust (AaA/AaAST) applications such as SIMs and escalate if support required.
Work with the AaA Office 365 Manager in maintaining and developing all aspects of Office 365 data management and security.
Work on IT Projects as required.
Assist the AaA Head of IT in maintaining and testing the Business Continuity Plan from an IT and network infrastructure perspective.
Provide local and remote support desk services to record, maintain, prioritise and resolve all requests for assistance and escalate as required.
Manage user network credentials, access permissions and password change requests.
Run training sessions for staff including induction, compliance with policies and procedures, and provide ad-hoc training to users as required both on a one-to-one basis and in groups.

Ensure compliance with data protection (GDPR) and other AaA/AaAST security and IT policies.
Maintain IT policies and procedures and develop toolkits for staff.
Manage hardware and software upgrades for new and existing equipment.
Manage installation, configuration, maintenance and troubleshooting of end user workstation hardware, software and peripheral devices.
Maintain asset and change management records, including software licences, and technical specifications information.
Maintain the school website and social media presence.
Procure IT equipment (including pupil communication devices) and services in line with AaA/AaAST policies and procedures, ensuring value for money is obtained and that purchases are within budget.
Carry out any other reasonable duties that are consistent with the skills, abilities and position of this role.

Safeguarding and Safety Responsibilities

Ensure safe working practices and adherence to AaA /AaAST Safeguarding, Health and Safety, and GDPR policies and procedures, as well as AaA/AaAST policies and procedures generally.

Key Locations

This role will be **primarily based at the Ambitious about Autism Schools Trust campus at The Rise School, Feltham.**
The role will occasionally be required to attend meetings or provide additional resource across other Ambitious about Autism Schools Trust sites.

To undertake any other appropriate responsibilities and duties that may arise as and when required.

This job description is not exhaustive and reflects the type and range of tasks responsibilities and outcomes associated with the role. The post holder will be expected to also complete any tasks, as requested by the Head teacher.

How to apply

To apply please complete our online application form and equality monitoring form. Completed applications should be emailed to LindaBurn@TheRiseSchool.com.

The closing date for applications is Thursday 27th February 12 noon, interviews will take place on week commencing 2nd March 2020. The school is committed to safeguarding and promoting the safety and welfare of children and young people. All staff and volunteers are expected to share this commitment and all appointments will be subject to appropriate vetting including references and an enhanced DBS.

PERSON SPECIFICATION

The personal specification shows the abilities and skills you will need to carry out the duties in the job description.

Education Levels & Qualifications

- Educated at a Vocational level, minimum of a Level 3 IT qualification **(Essential)**

Specific Knowledge, Experience & Technical Skills

- Previous experience working for an IT helpdesk providing a quality IT Support service to multiple stakeholders. **(Essential)**
- Experience of analysing complex problems and finding solutions to technical issues with both hardware and software. **(Essential)**
- Strong, hands-on technical knowledge and experience with: **(Essential)**
 - Operating systems and applications, including Microsoft Windows 10, Microsoft Word, Excel, PowerPoint, OneNote
 - Windows networking and Windows server administration **(Essential)**
 - Microsoft Office 365 Administration level **(Desirable)**
- Knowledge skills and experience to carry out DSE Assessments for workers both in the office and remotely. **(Desirable)**
- Experience of training users in IT systems and applications, and on-boarding into ways of working **(Essential)**

Personal Attributes **(All Essential)**

- Positive, “can do” attitude and able to persevere with problems and challenges. Positive, collaborative approach to your work and problem solving.
- Understanding of and willingness to work in an education environment with young people with autism.
- Flexible and available to work on occasions outside of normal working hours (e.g. at weekends when critical or emergency works needs to be carried out)
- Excellent communication skills, both oral and written, with excellent interpersonal skills relevant to audience.
- Highly self-motivated, with keen attention to detail.
- Sound organisational and planning skills. Able to manage your own workload and ensure that key tasks are completed on time and to the satisfaction of staff and pupils, and knowing when to refer issues upwards
- A flexible and calm approach and to be able to adapt and respond to changing circumstances. This includes the ability to juggle a variety of tasks and support others when necessary.
- Physically fit in order to carry moderately heavy objects such as computers and peripherals
- A desire to investigate, learn and recommend new technologies to aid the growth and development of the business
- Share Ambitious about Autism’s commitment to safeguarding and promoting the welfare and education of children and young people.
- Share Ambitious about Autism’s commitment to making education accessible and possible for children and young people with autism.
- Good appreciation of health and safety in the workplace, data protection principles and equal opportunities

Our School



Sports Hall



Sensory Room



Science Lab

Soft Play



Gym



Yoga



Wellbeing Garden



Food Tech



“The School’s work to promote pupils’ personal development and welfare is outstanding”. – Ofsted June 2017





Safer recruitment process

The Rise School is committed to safeguarding and promoting the welfare of children and young people.

In order to meet this responsibility all candidates will be subjected to a rigorous selection process to discourage and screen out unsuitable applicants. This process is outlined below. Please do not hesitate to contact the school if further detail is required.

Disclosure This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (CRB). Applicants are required, before appointment, to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred. **Short listing** Short listing will occur on 27th and 28th February 2020 with interviews taking place week commencing 2nd March 2020. Interview Candidates will be subject to an in-depth, in-person interview and assessment, along with a telephone interview in some circumstances. At each stage of the process candidates will be asked to address any discrepancies, anomalies or gaps in their application form or arising from information gained at the previous stage of the recruitment process. **Reference checking** References from the previous and current employers will be taken up for shortlisted candidates, possibly before interview, and where necessary employers may be contacted to gather further information or address any discrepancies, anomalies or gaps in the reference provided. **Probation** All new staff will be subject to a probation period (which may, in certain circumstances, be extended by up to 10 weeks). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed. It provides The Rise School with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with pupils. **Equal Opportunities** The Rise School is dedicated to providing equal opportunities and will monitor the recruitment process rigorously to ensure fair access and opportunity for all.