



# Seckford Foundation

*a foundation for life*



**Work With Us**  
**IT Technician**  
Application Pack

# IT Technician

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**£23,000 to £25,000 per annum dependent on skills and experience**  
**35 hours per week, 52 weeks per annum**

An exciting opportunity has arisen for a new member of the staff to join the existing small IT team in providing application and system support for a diverse academic and non-academic organisation. The Seckford Foundation is a charity which supports schools in the Woodbridge area as well as other sites in Suffolk.

The post will require the successful candidate to provide desktop and server support for Microsoft based operating systems and office applications, 3rd party applications as well as phone systems, networking, and infrastructure on site. This post will also have aspects of academic and technical systems administration and support

To apply for this role, please click on the link and complete the application form. A CV and covering letter will not suffice.

For more information about the school and this opportunity, and to download an application pack, please visit: <https://www.woodbridgeschool.org.uk/about/staff-vacancies/>

**Closing date: Monday 29 April 2024**

**Interviews: Thursday 2 & Friday 3 May 2024**

Seckford Foundation is committed to safeguarding and promoting the welfare of children and young people and successful candidates will be subject to an enhanced check from the Disclosure and Barring Service (DBS).



## Job Description

**Job Title:** IT Technician

**Department:** Operations

**Hours:** 35 hours per week, full year

**Accountable to:** Head of IT

### Job Purpose:

Supporting all IT aspects across our diverse academic and non-academic organisation.

### Key Responsibilities:

- To provide prioritised 1st line helpdesk support for hardware and software across the Foundation
- Diagnose and resolve network, software, and hardware faults
- Escalate faults to the Senior IT Technician if necessary
- To assist the Senior IT Technician to deploy, install and test new IT equipment, network devices and software, according to manufacturer instructions
- Manage, maintain, and update systems across the Foundation, including user account information and cloud systems in accordance with best practice and the relevant policies, liaising with staff and external contractors as directed
- Provide training and advice as required across the Foundation to all staff and pupils
- To assist in the monitoring of system performance
- Maintain, configure, and manage all aspects of the organisations backup routines in accordance with the relevant ICT policies and procedures
- To contribute to the work of the team, under supervision, in the delivery of support as required.
- To administer and monitor basic Health and Safety and audit checks including warranties and licenses
- Undertake the monitoring, inventory and documentation of departmental stock and equipment as directed
- Work as part of the wider ICT team to develop ideas and processes to ensure the security and integrity of the ICT systems are maintained
- To liaise with suppliers for quotes and support with issues
- To undertake available training opportunities and demonstrate a commitment to continuous development
- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Head of IT
- To carry out the above duties in accordance with Foundation policies
- Travel as required to support any sites within the organisation when needed

This job description is not exhaustive, and it is expected that the post-holder will be flexible in their approach, and undertake any reasonable duties as requested.

### General Responsibilities:

#### Brand values:

Ensure your work, communication and approach conforms to the brand values and house style of the Seckford Foundation. Keep up to date, and comply with the Foundation's Rules, Policies and Procedures at all times, as detailed on the School

#### Health and safety

You have a legal duty to take reasonable care of your own health and safety and that of others and you are expected to be familiar with, and adhere to Woodbridge School's Health and Safety Policy and health and safety law

## **Child Protection/vulnerable adults statement**

The Seckford Foundation is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects all staff and volunteers to share this commitment. You will be expected to support this approach in the context of your role and to adhere to and ensure compliance with our policy at all times. If in the course of carrying out your duties, you become aware of any actual or potential risks to the safety or welfare of vulnerable adults or children you must report any concerns to the appropriate Safeguarding Lead. You will also be expected to qualify and maintain an enhanced DBS background check to the Foundations requirements before starting in work for the school

## Person Specification

<b>Education and Qualifications</b>	<b>E</b>	<b>D</b>
Relevant IT qualification or equivalent IT experience	✓	
<b>Knowledge and Experience</b>		
Basic IT Skills	✓	
Knowledge of Microsoft Windows 10/11 and Office/ M365	✓	
Knowledge of PC hardware		✓
Experience of providing IT support within a customer focussed setting		✓
Experience of working in a school based environment		✓
Basic understanding of Networks, Networking technologies and Active directory		✓
Basic understanding of O365 or GSuite		✓
<b>Skills</b>		
Good communication and inter-personal skills	✓	
Good interpersonal skills including tact and sensitivity	✓	
Able to simplify technical jargon	✓	
Customer focused	✓	
Commitment to work as a positive and constructive team member and meet deadlines	✓	
Analytical thinker, act on your own initiative and prioritise your own workload	✓	
Basic troubleshooting abilities	✓	
Basic programming abilities and understanding		✓
Multi-task effectively		✓
<b>Safeguarding</b>		
Commitment to promoting the health, welfare and safeguarding of children and vulnerable adults.	✓	
<b>Personal Qualities</b>		
Willingness and ability to be flexible and open to change	✓	
Ability to relate to staff, students, parents/carers and governors	✓	
Demonstrate a 'can do' attitude	✓	
<b>Other</b>		
A valid driver's license with clean driving record		✓

## Benefit Statement

<b>Pension</b>	Automatic enrolment into the Foundation/School's pension scheme (subject to meeting certain eligibility criteria).
<b>Sick Pay</b>	After a successful probation period, full pay for 5 weeks and, half pay for 10 weeks in any rolling 12 months. Entitlement rises incrementally to full pay for 20 weeks and half pay for 20 weeks in any rolling 3 year period during the 4th and subsequent years of service.
<b>School Fees</b>	School fee remission may be available depending on individual circumstances after successful completion of probation period.
<b>Holiday</b>	25 days plus 8 public holidays paid leave (pro rata for part time posts) included in salary.
<b>Other Benefits</b>	<ul style="list-style-type: none"><li>• Free parking</li><li>• Complimentary lunch is available when the Dining Room is in operation</li><li>• Access to the Employment Assistance Programme</li></ul>

## Information for applicants

In order to apply please complete the application form.

Application forms can be downloaded from the School's website:

<https://www.woodbridgeschool.org.uk/about/staff-vacancies/>

Please apply, preferably by email, stating "IT Technician" in the title line to [recruitment@seckford-foundation.org.uk](mailto:recruitment@seckford-foundation.org.uk).

If you are unable to apply by email then please post your application, marking "Private and Confidential" to the People Team at:

Woodbridge School

Marryott House

Burkitt Road Woodbridge

Suffolk

IP12 4JJ

All information will be treated as strictly confidential.

If you have any questions or enquiries regarding the application process, please contact the People Team on 01394 615170.

All appointments are subject to the usual pre-employment checks to meet vetting and barring requirements. For more information about the application and vetting process please refer to the Explanatory Notes provided.

*Woodbridge School is committed to safeguarding and promoting the welfare of children and young people and all applicants must be willing to undergo child protection screening appropriate to the position, including checks with past employers and the Disclosure and Barring Service.*