Westcliff High School
for Boys

JOB DESCRIPTION

Deputy Director of Technology

INTRODUCTION

Every School has its own traditions, its own ethos, its own identity, and its own purpose. The purpose of Westcliff High School for Boys (WHSB) is to provide an excellent education for our pupils, supporting them in their journey to adulthood by developing character and intellect within a happy and scholarly community.

To this end, WHSB provides exceptional teaching and a wealth of extra-curricular activities to develop the Learner Profile attributes in our pupils through a unique education filled with exciting, challenging, and enjoyable experiences. Today, we continue our proud tradition as a Grammar School serving pupils within the local community and actively promoting the wonderful opportunities we can offer to local children and their families.

SUMMARY JOB DESCRIPTION

The Deputy Director of Technology will be accountable to Director of Technology for the management, maintenance and operation of the School's ICT and support function. The Deputy Director of Technology will carry out any specific instructions given by the Director of Technology and provide technical support and troubleshooting assistance to staff and students and any third-party stakeholders. The Deputy Director of Technology will support the Director of Technology with training and supervision of the ICT Apprentices and ICT Technician.

SALARY

Spinal Point 8 – Point 12 (currently £22,542 - £24,401) dependent on experience and qualifications.

LINE OF RESPONSIBILITY

The Deputy Director of Technology is directly responsible to the Director of Technology. The Deputy Director of Technology will support the Director of Technology in managing the ICT Team.

HOURS OF WORK

Monday – Thursday, 8.30am – 5.30pm and Friday, 8.30am – 4.30pm (with a 30-minute break each day)

41.5 hours per week, 52 weeks per year, with 22 days holiday

DUTIES & RESPONSIBILITIES

The Deputy Director of Technology:

- Ensure that the School's ICT policies are adhered to at all times.
- Oversee the ICT helpdesk, ensuring that all requests for ICT support are monitored and actioned in a reasonable time.
- Play a key role as a member of the ICT team, supporting the Director of Technology in ensuring that the School's ICT services are operational and available to staff and pupils at all times.
- Maintain, upgrade, and repair a wide range of PCs and other related equipment.
- Install Windows updates on client devices and ensure the servers are running the latest releases of Windows updates.
- Supporting the Director of ICT in ensuring all devices, including servers, have the latest anti-virus definitions installed.
- Support the Director of Technology in his role in delivering the provision of advanced SIMS support to staff.
- Troubleshoot networking issues with devices or access points.
- Maintain the School's Mitel VOIP phone system.
- Maintain, install and set up, when required, ICT and audio-visual equipment held within the School, including digital projectors and speakers.
- Support with the maintenance of the current print server and fulfil print requests from staff.
- The Director of Technology checks that incremental and weekly backups are completed and secure. The postholder will support with this task prior and deputise in the Director of Technology's absence.
- Support and understand the School's provisioned software packages.
- Restore files for staff or students from backups.
- Maintain up-to-date knowledge of the School's ICT network configuration and components.
- Operate as first and second line support to staff and students throughout the School.
- Clearly and concisely, support with the documentation of all ICT processes related to his/her role, to be held in a central store for the team to access, for example, system processes or a process of installing a bespoke piece of software.
- Support with the supervision of the ICT facilities in the event that the ICT Technician or ICT Apprentice is unavailable.
- The Director of Technology is responsible for maintaining an accurate and detailed asset record of all ICT equipment. The postholder will support the Director of Technology in updating these records.
- Deploy the relevant applications to Staff machines when requested via the IT helpdesk system in accordance with the School's policies and in consultation with the Director of Technology.
- In the Director of Technology's absence, providing training workshops to staff on various aspects of the ICT system as may be necessary at that time.
- Support other members within the ICT team with their everyday responsibilities.
- Rebuild faulty PC's or laptops.
- Participate enthusiastically in the School's life and develop a professional working relationship with all staff and students.
- Assist with the implementation of agreed IT and other systems for both teaching, learning and communication.

All staff are responsible for promoting and safeguarding the welfare of pupils at Westcliff High School for Boys by ensuring compliance with the School's Safeguarding and Child Protection Policy at all times.

All staff are required to report any actual or potential risks to the safety or welfare of pupils to the School's Designated Safeguarding Lead. This document summarises the primary responsibilities of the post. All staff are required to undertake whatever else the Headmaster may reasonably request. All staff are expected to uphold, support, and realise the School's ethos, as outlined in the Mission Statement Learner Profile.

KNOWLEDGE AND EXPERIENCE

- Experience in supporting, developing, and maintaining ICT systems and infrastructure.
- Knowledge of current ICT best practices, products, and statutory requirements, including ICT health and safety.
- It is essential to have knowledge of or experience with Microsoft Active Directory, Group Policy, Anti-virus, VMWare, SAN environments.
- Knowledge of Office365 management – This includes Microsoft Teams and online mail exchange.
- Advanced knowledge of all applications inside the Microsoft Office package.
- It is essential to know about Microsoft operating systems (Windows 10 and Windows Server).
- Experience with Apple Devices device management (MDM).
- Microsoft Endpoint Configuration Manager Experience (MECM/SCCM)
- It would be beneficial to have experience managing computing devices with Microsoft Intune.
- Experience of SIMS and managing user permissions and data would be beneficial.
- Experience with VMware technologies would be beneficial, for example, Veeam Backup and replication.
- Experience with Smoothwall web filters.
- Experience in Hardware maintenance.
- Experience in computer imaging (PXE boot).
- Service orientated approach to ICT support.

DESIRABLE APTITUDES

To be successful in this role, we as a School will be looking for the following aptitudes:

- The ability to provide exceptional ICT support in a busy and demanding environment.
- The ability to discuss and explain technical issues to members of staff who are not technical specialists.
- Problem solving and analytical skills, and the ability to make informed judgements, taking appropriate action and accepting responsibility for results.
- In interest in and aptitude for learning new technologies outside of the traditional practice based on strategic requirements for the School.
- Excellent communication skills.
- Outgoing and confident manner.

An Applicant Information Pack is available on the School's website (www.whsb.essex.sch.uk/vacancies)

Applicants should send an up-to-date CV along with a completed Support Staff Application Form to office@whsb.essex.sch.uk

Should we receive sufficient suitable applications for this position at an earlier point in the process, we reserve the right to close the advertisement early.

Westcliff High School for Boys

Headmaster: Mr MA Skelly M.A.