



HAILSHAM COMMUNITY COLLEGE  
ACADEMY TRUST

*'Be the very best you can be'*

# ICT Assistant Technician

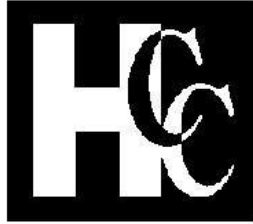
## APPLICANT INFORMATION PACK



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## **ICT Assistant Technician**

**Please find enclosed:**

- **Letter from the Acting Associate Principal**
- **Job Description**
- **Person Specification**





## **Welcome from the Head of School Natalie Chamberlain**

Hailsham Community College is an all through school serving 1,500 students in the secondary phase and approximately 300 students in the primary phase. In the early part of 2018, we were approached by the Local Authority to provide a new Primary and Pre-school provision within the town. In September 2019 we opened a brand-new school approximately a mile from the Secondary site, thus extending the designation of the Trust to a 2-19 all-through school.

By way of an introduction, I was appointed as the Head of School for the Secondary phase of Hailsham Community College in June 2023. I have been a part of the Senior Leadership Team since 2014, and as such I am in the unique and privileged position to know our school and community extremely well. I am proud to now be leading our school that serves our vibrant and diverse market town. Our students are amazing young people and deserve the very best education. Whilst the college has experienced a significant period of change and at times turbulence post COVID, we are now on a journey of rapid improvement.

Since our last Ofsted inspection in March 2023, there have been some important changes that have taken place across the secondary phase of the college, including changes to our leadership structure, a revised pastoral structure to ensure we are providing effective support to our students, and a renewed focus on the quality of education and curriculum implementation.

As of September 2023, the college is also being supported by MARK Education Trust, which is formed of two other local schools (Beacon Academy and Uplands Academy). We are choosing to work with MARK Education Trust as both Beacon Academy and Uplands Academy are based in East Sussex and like us, the Trust believes in the importance of schools retaining their unique identity whilst working in partnership. There are many benefits that this will bring to Hailsham Community College, as these links will support us in building on excellent Teaching and Learning throughout the college and will enable us to provide further support for our students as we build capacity and make efficiencies. Our aim is to establish a formal partnership with MARK Education Trust during this academic year.

The role of ICT Technician is a fantastic opportunity for an enthusiastic, skilled individual with a proven track record to join our dynamic team and make a positive impact on the future of the college. The subjects within the department are popular throughout all key stages, and this vacancy provides the right candidate with the opportunity to build the department further.

At Hailsham Community College, we know that relationships between staff, students and our wider community are pivotal to our success. We ask that our staff have high expectations, are ambitious for our students, and that they know them well. We pride ourselves on our rigorous focus on the child as a unique individual, including our most disadvantaged and those with SEND. We want to ensure that the lessons that our students receive are personalised and inclusive, enabling them to be actively engaged in their learning.

We want our students to be happy, successful and confident by providing the best possible education for all our students. Whilst academic success is fundamental, at Hailsham Community College we also realise the importance of supporting student wellbeing and providing our students with an education which enables them to develop key social and emotional skills which will give them the foundations for success in the working world. For this reason, our curriculum for our students is rightly ambitious - it is as broad as it is balanced, which was recognised during our most recent Ofsted inspection. Our curriculum is planned to enable students to develop keen interests, a lifelong passion for learning and an impressive, coherent, and cumulative understanding of the world. We have been nationally recognised for our CEAIG provision and strongly value the principle of raising student aspirations through education and experience.

We support our whole community through one consistent message that we refer to as 'The Hailsham Way'.

- **Be Ready** – we expect our students to attend college, be punctual to lessons and present themselves well, both when in college and within the community.
- **Be Safe** – we expect students to conduct themselves in a way which keeps themselves and others safe at all times. We have a strong safeguarding culture and safeguarding at the college is everybody's responsibility.
- **Be Working** – we expect our students to actively engage with their learning. Our teaching and learning principles focus on 'clarity' (making the learning aims and reasons clear), 'thinking' (ensuring students are given time to apply their knowledge and skills) and 'checking' (ensuring students are assessed appropriately to check understanding).
- **Be Respectful** – we expect students to show respect to themselves, to others, and to our environment. We regularly talk to students about what this looks like and ask that all adults model this within the college, regardless of what role they play.

I know that choosing a place to work in is one of the most important decisions you will make for yourself and your family so I thank you for your interest in our school and hope that the above information has enabled you to understand a little more about who we are and what we stand for at Hailsham Community College. We encourage you to visit our college for yourself during this exciting new phase for our school.



**Natalie Chamberlain**  
**Head of School**



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<b>Job Description</b>	
<b>Job Title:</b>	ICT Assistant Technician
<b>Grade</b>	Single Status Grade 4
<b>Contract</b>	37 Hours – Full Time
<b>Line Managed by:</b>	Network Manager
<b>Date:</b>	November 2024

<b>Job Purpose</b>
To support the provision of an efficient and effective ICT Schools Support Service. To provide technical and software support to a busy all-through school.

## Main Duties

You will be responsible for the upkeep and good order of the computer equipment, using ICT resources to identify and remedy software, hardware, and network faults.

Specific Duties:

- Acting as first point of contact for IT issues to provide basic support to ICT function across the College
- Use the ICT Helpdesk software
- Maintenance and cleaning of computers, Interactive displays, and projectors.
- Carry out routine checks on the College computers
- Support the 1:1 Laptops for Learning Scheme
- To carry out minor repairs to hardware where necessary; to arrange for hardware to be sent off for repair when on-site repair is not feasible as instructed by Network Manager
- Install and maintain software and hardware systems as required
- Stock control and upkeep of related records and inventory
- Record all Procedures and Processes in detail to aid staff knowledge
- To assist staff and students with such problems as may arise when using computers in their classes and offices

- Support teachers and students with the use of ICT during lessons, if requested.
- Diagnose and resolve hardware, software, and end user problems
- Monitor Internet, and student device usage
- Application of theft deterrent markings to all existing and new equipment as necessary.
- Undertake periodic safety checks on equipment and materials, reporting findings to School Business Manager
- Basic knowledge of the programs used across all year groups and within curriculum areas.
- Install anti-virus software
- Manage Software Updates and Security Patches

The successful candidate will be required to attend training courses as appropriate, e.g. in-service training;

It is also expected that you will be able to:

- Exercise confidentiality and discretion at all times
- Work using your own initiative using problem-solving skills
- Assist school staff when required
- Be enthusiastic in developing own expertise and skills
- Undertake any other duties as required by the School Business Manager, Network Manager, Senior Leadership Team or Executive Principal
- Undertake professional training and qualifications
- Follow College safeguarding policy at all times
- Carry out above duties in accordance with the HCC Equal Opportunities Policy

This job description sets out the duties of the post at the time it was prepared. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a regrading of the post.



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<b>Person Specification</b>		
<b>Job Title:</b>	ICT Assistant Technician	
<b>Grade</b>	Single Status Grade 4	
<b>Line Managed by:</b>	Network Manager	
	<b>Essential</b>	<b>Desirable</b>
Job Experience & Knowledge	Good standard of general education – minimum of A*-C (9-4) in GCSE English and Maths or equivalent.	<ul style="list-style-type: none"><li>• IT related and or level three or higher qualifications.</li><li>• Experience of working in a busy ICT environment preferably although not essentially within education</li><li>• Experience of Windows 10, Windows Server operating systems, NTFS permissions, Active Directory and other Windows Domain networking technologies</li><li>• Experience in configuring and deploying Microsoft operating systems</li><li>• Experience in managing on-line Internet platforms used in education</li><li>• Experience of Intune, Azure AD</li></ul>



<p>Skills/Abilities &amp; Competencies</p>	<ul style="list-style-type: none"> <li>• Ability to relate to young people 2-19</li> <li>• Ability to demonstrate good inter-personal skills to communicate with a range of people</li> <li>• Ability to work effectively and supportively as a member of the school team</li> <li>• Ability to demonstrate commitment to Equal Opportunities</li>   <li>• Good knowledge of internet technologies and the basic range of functions of browsers</li> <li>• A willingness to undertake further training and professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to identify work priorities and manage own workload, whilst ensuring that lower priority work is kept up to date</li> <li>• Ability to act on own initiative, dealing with any unexpected problems that arise</li> <li>• The ability to liaise with hardware maintenance and other suppliers or contractors in relation to routine matters and fixing simple faults</li> <li>• An understanding of wired and wireless networking topologies, including managed switches, VLANs and routing</li> <li>• Knowledge of software (Microsoft OS, Apple OS and Chrome OS) and network integrity and security</li> <li>• The ability to install, test and maintain hardware and software for networks and stand-alone use</li> <li>• The ability to perform maintenance and repair procedures</li> <li>• Knowledge of health and safety requirements</li> </ul>
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