



Rossall

INSPIRING EXCELLENCE

Junior ICT Technician



APPOINTMENT BRIEF

March 2024



ABOUT ROSSALL SCHOOL

Founded in 1844, Rossall is a co-educational boarding and day school with an illustrious history and a clear strategic vision for the future. Situated on the Fylde Coast, the majestic backdrop of the Cumbrian Peaks and the Irish Sea provide a spectacular environment within which a community of some 800 boys and girls are inspired to fulfil their potential. The School provides a unique educational experience underpinned by a strong commitment to academic excellence and co-curricular participation. Successive generations of Rossallians have made a profound impact in fields as diverse as medicine, literature, music, politics and technology.



Academic results are superbly strong. The School has an IBDP average of 35 and on average 50% of A level grades have resulted in an A* or A over the last 3 years. Almost two thirds of our Upper Sixth progress to Top 20/Russell Group universities. Additionally, this year, three students won full sports scholarships to the US whilst others are proceeding to top universities in Paris, Milan and Hong Kong - to name but a few. Rossall is an inclusive school with an intellectually dynamic culture that encourages young people to embrace the highest of aspirations.

Regionally, Rossall has now reclaimed its place as one of the top performing independent schools in the North West. Perhaps, most importantly, it is a school community with a huge heart and this manifests itself in happy and confident children and a staff body committed to providing the very best context within which young people may live, learn and play.

The School is ranked number one in the UK for golf and our growing football academy is one of the standout provisions in the country. Both our boys and girls First XI hockey teams progressed to the final eight of national competitions in 2020. Our recently launched Girls' Elite Football Programme in partnership with England and Chelsea footballer Millie Bright, and Fleetwood Town Football Club has led to huge success of our girls' football teams on a national level.

We strive to develop in our pupils a lifelong love of learning, a sense of moral purpose, and a belief in their own power to do good in the world. We prepare them to lead successful personal lives and productive professional lives. Our students are confident and compassionate. Increasingly they assume responsibility for their own learning and they are encouraged to be both critically reflective and resilient. We have the highest aspirations for our boys and girls and, as an IB World School, we endeavour to ensure that our pupils are intellectual risk-takers, open-minded and persuasive communicators. We desire for them to develop an intrinsic interest in the subjects that they are studying and to view the formal curriculum as constituting a starting point as opposed to an end in itself. Opportunities for academic enrichment abound and pupils are able to benefit from involvement in activities such as the Model United Nations and subject specific societies.



The School is a liberal and progressive community and we are committed to ensuring that our provision is outstanding in every regard. Student voice and our mental health provision are key focuses within our development plan and it is our ambition to be sector leaders in this. We are an inclusive and diverse School community with a roughly even split between day pupils and those who board. The internationally-minded nature of the School is as defining an aspect as its architectural beauty and fascinating history. In 2021, we had a full ISI compliance inspection. **We were judged to be compliant in every regard. In 2019, an educational quality inspection deemed the quality of pupil's personal development to be excellent.**

The student roll has grown very significantly in recent years and this is reflective of the School's outstanding reputation both regionally and nationally. Student numbers are very healthy and the School has emerged from the recent pandemic in a strong position financially. Such extensive expansion has resulted in a number of

opportunities arising across a number of curricular areas and our ongoing development of signature programmes such as the Broadway Performing Arts academy has opened up opportunities for exceptional educators to join us.

In 2019, the School embarked upon an ambitious development plan which placed a strong emphasis upon the provision of outstanding teaching and learning. The School is committed to ensuring that Rossall is recognised regionally and nationally as a progressive and aspirational School community committed to the professional development of all staff. The establishment of a thriving Leadership Academy is reflective of the growing number of aspirant educational practitioners who have decided to develop their careers here at Rossall.

We never stand still. In 2020, we became an All-Steinway School and launched an International Piano Academy. The newly refurbished PrePrep School was opened at the end of the Summer Term and work commenced on our Science Building. In 2021 we recruited the first cohort for our Elite Girls' Football programme and September 2022 saw the launch of the Broadway Academy of Performing Arts which harnesses the creative energy of an outstanding faculty committed to ensuring exciting opportunities, an outstanding quality of productions and a credible pathway into the industry for aspirant young performers.

We recognise that parents expect the best for their children; therefore we continue to invest significantly in our expansive campus to provide a modern, comfortable environment where boys and girls from 3 months to 19 years of age can feel safe and thrive.

Popular with overseas and British pupils alike, our school has a unique identity and a strong sense of community spirit. Here, boarders from around 50 countries mix with British pupils to create an environment within which children are able to develop a truly international perspective and forge lifelong friendships with others from around the world.

Ours is a community based on trust, mutual respect and compassion, and we expect every member of our School to uphold these values, on and off the campus.

Rossall is an inspiring place to live, learn and work; we are fortunate to attract fantastic students and staff to join us on our beautiful campus by the sea!



MEET THE ROSSALL TEAM

ROSSALL'S LEADERSHIP EXECUTIVES

Leading the school is Headmaster, Mr Jeremy Quartermain, and seven fellow Leadership Executives. They are joined by the extended Senior Management Team.



Mr Jeremy Quartermain
Headmaster



Mrs Emma Sanderson
Bursar



Ms Dina Porovic
Senior Deputy Head



Mr Ben Powell
*Deputy Head
(Pastoral)*



Mrs Emma Williams
*Deputy Head
(Safeguarding & Boarding)*



Mr Matt Turner
*Headmaster of
Preparatory School
& Nursery*



Mr Adam Cawkwell
*Director of
Admissions
& Development*



Mrs Victoria Low
*Director of
Operations*

JOB DESCRIPTION

Responsible to: Head of ICT Support
Hours: Maximum 400 hours across the year, working as required

Purpose

To assist the ICT Support Department in supporting, maintaining and developing the school's ICT infrastructure, systems and services.

Responsibilities

Key areas

- To provide 1st line support to approximately 900 users.
- To help develop the school's ICT systems and services.
- Responsible to the Head of ICT Support.
- To contribute to the smooth operation of the school's ICT provision as directed by the Head of ICT Support.

Key responsibilities

- Commissioning, repairing and maintaining equipment such as iPads, Chromebooks, desktop PCs, laptops, printers, monitors, and projectors.
- Providing first-line support to students, teaching and admin staff and escalating incidents where required.
- To log all support requests on the ICT Helpdesk.
- Log support requests with third parties where necessary.
- To undertake effective fault diagnosis of ICT incidents and escalate when necessary.
- To liaise and work with all users to ensure effective ICT support.
- To work with other Rossall departments on larger projects.
- To control, maintain and set up as required portable audio-visual equipment held within the school.
- To install and configure software as instructed by the Head of ICT Support.
- Manage bookable ICT resources ensuring user requirements are fulfilled.
- Ensure ICT rooms and equipment are kept in good repair.
- To contribute to daily and weekly scheduled technical tasks, such as cybersecurity, backups, checking for issues with equipment etc.
- To troubleshoot ICT issues, interacting with students, staff and external agencies as necessary to do so.
- To uphold all school policies, especially those regarding safeguarding, ICT User Agreements, Health and Safety and child protection, under the guidance and supervision of the Head of ICT Support.
- To carry out other tasks as reasonably directed by the Head of ICT Support.

Service and image

- To develop and project a positive "can do" departmental image, by devising and introducing methods of promoting an effective and proactive ICT service. This includes periodically briefing users on ICT services and related matters.

- To undertake any other duties reasonably expected of an ICT Technician, as agreed with the Head of ICT Support.

The post-holder must adhere to and ensure compliance with the School's Safeguarding and Child Protection Policy at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report those concerns to the DSL or to the Head immediately.



PERSON SPECIFICATION

Requirements which are Essential (E) and Desirable (D) are as follows:

Qualifications/Experience/Attainments

- E Experience of providing ICT support
- E Experience in troubleshooting Windows desktop operating systems
- E Experience in troubleshooting ICT hardware
- E Experience of using the Microsoft Office Suite
- D Experience of TCP/IP and knowledge of commonly used protocols
- D Experience of Windows Server including Active Directory & Group Policy
- D Experience of switch and router configuration
- D Experience of Apple, Android and Chrome operating systems

Personal Characteristics

- E Flexibility to work at different times, reflecting the needs of a boarding school
- E Excellent interpersonal, persuasive and communication skills
- E Have a logical thought process when troubleshooting
- E Experience of and willingness to work with children of all ages
- E Good technical capability
- E Good time management
- E Attention to detail
- E Willingness to learn and improve technical skills through recognised qualifications
- E A cheerful disposition and a good sense of humour.
- E Team worker
- E Positive attitude

About our ICT

The ICT support team consists of a Head of ICT Support and two ICT Technicians. Most of our ICT services are managed in-house and the school runs a predominantly Microsoft network with several Linux servers fulfilling specific roles. A VMware vSphere cluster and SAN provide capacity for future expansion and development of the ICT services. The switching infrastructure is mainly HP Procurve with the core switch connected by fibre to approximately sixty distribution cabinets located around the site. An enterprise-managed Wi-Fi system provides site-wide coverage for over 1500 devices which includes approximately 600 mobile devices owned and managed by the school.



BENEFITS OF SERVICE

The position is offered on an ad-hoc basis, typically to cover holidays and other absences. The normal hours of work are expected to be Monday to Friday.

At Rossall we provide a supportive and inclusive working environment where care for all our staff is an important part of our culture. We employ motivated people who work together to produce excellent outcomes for our staff and students. Our staff are recognised as being central to achieving our mission and vision statements, and long term plans for the future.

Our benefits include:

- A beautiful campus adjacent to the Irish Sea and within easy reach of Manchester, Liverpool, the Lake District, Yorkshire Dales and Pennines
- A supportive Senior Leadership Team and strong, supportive staff community
- Free lunch and refreshments during term-time
- Free parking on site
- Medical centre on site during term time
- Extensive CPD opportunities and financial support for qualifications such as Masters etc

APPLICATION PROCESS

To apply, please complete the application form available on the School website, ensuring that your referees include your current or most recent employer.

Your letter of application should be no more than two sides and clearly outline your suitability for the role with reference to the Job Description and Person Specification. You should also explain clearly why you want to work at Rossall.

Send your completed application to:

POST:

Mrs Stephanie Capstick (Head of HR and Compliance)
Rossall School
Broadway
Fleetwood
Lancashire FY7 8JW

EMAIL:

hr@rossall.org.uk

KEY DATES:

Deadline for submission of applications is 12.00 noon on Wednesday 10th April 2024

Rossall School is committed to safeguarding and promoting the welfare of children. An enhanced DBS clearance will be undertaken by the School. The position is regulated activity and therefore exempt from the Rehabilitation of Offenders Act 1974. An online check will also be conducted.

The School's Child Protection and Safeguarding Policy can be viewed here:

<https://rossall.org.uk/policies/>