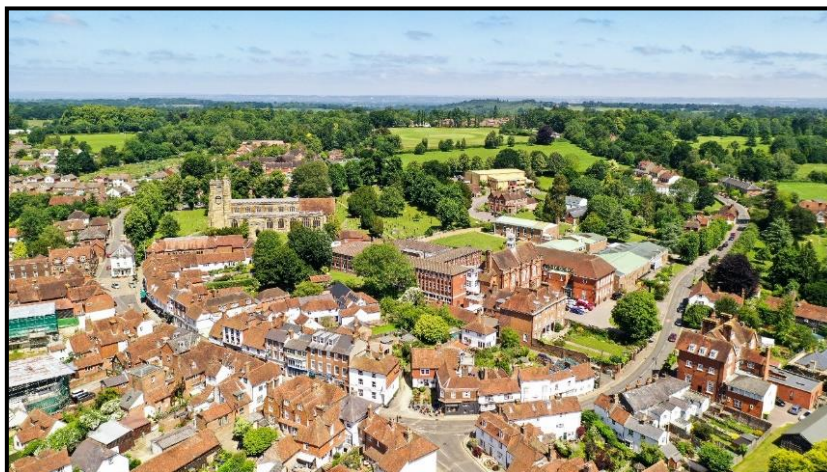




Cranbrook
School



IT TECHNICIAN

Waterloo Road, Cranbrook, Kent TN17 3JD

Telephone 01580 711840

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www.cranbrookschool.co.uk

Cranbrook School is a mixed state grammar school with 872 pupils aged 11-18 years, including around 250 boarders. It was founded in 1518. Day pupils come from within 5.28 miles of the school, following a test to judge their suitability for a grammar school education. Boarders are admitted from a wide area, having sat the same test. Although it is a selective school, Cranbrook admits a wider ability range than many other grammar schools. We provide a challenging and supportive curriculum so that students of all abilities are catered for. The value-added scores that are achieved each year bear testimony to the success of our provision.

Pupils join at the age of 11 or 13, and in Year 10 they start GCSEs in nine or ten subjects. Most students then qualify for the Sixth Form, this being supplemented by a healthy intake into Year 12 from other schools. All Sixth Formers take at least three A levels and can choose the EPQ and other qualifications in addition.

For a state school, the facilities are impressive. Within the seventy acres of school grounds are found the six boarding houses, the Queen's Hall Theatre (used for assemblies, school productions, visiting theatre companies and concerts), a large library and lecture theatre. Sports facilities include a large sports hall, dance studio, cardio gym, weights room, heated outdoor swimming pool, squash courts and extensive playing fields and facilities for games - hockey, rugby, cricket, netball, tennis and athletics – as well as an astro-turf pitch. The school also possesses a Performing Arts Centre that houses a drama studio and music practice rooms, and a vibrant Sixth Form Centre. The school boasts an Observatory named after Dr Piers Sellers OBE, an Old Cranbrookian and NASA astronaut.

Cranbrook is keen to educate the whole person and to this end it runs a wide programme of extra-curricular activities, including the Combined Cadet Force and Duke of Edinburgh Award Scheme, as well as a broad range of sports, music and drama, both during the week and at the weekend. We have a long tradition of overseas trips and, in recent years, groups have travelled to South America, Portugal, Nepal, and southern India for sports tours, exchanges, adventure, and to work on projects.

Cranbrook's boarding houses each have their own ethos and identity and a marked sense of house pride. There is a full fixture programme on weekends and a variety of trips and activities on Sundays, for which a number of staff give up their time. The boarding life of the School offers both staff and students new and enriching experiences and makes this an exciting and fun place to work.

Cranbrook is an active school which will appeal to those prepared to give generously of their time and to take the progress and development of their students very seriously. The school seeks to appoint staff who will involve themselves fully in the life of the school, and applicants are invited to indicate areas where they would be able to make a contribution. We welcome Early Careers Teachers and have a number of experienced mentors on our staff. ECTs and their mentors are offered additional support via Teach in Kent to help ensure a positive experience during the two-year training.

Benefits of working at Cranbrook include:

- From September 2023, priority entry for staff children
- Lunch in the dining hall every day
- Regular socials and use of our on-site bar, the Coach House
- A rural site in a small country town, 15 minutes' drive from the nearest station (Staplehurst) and an hour from London.

If you would like further information, please contact Stephen Stallwood: stallwoods@cranbrook.kent.sch.uk / 01580 711840.

Job Details

Job Title: IT Technician
Responsible to: IT Manager
Accountable to: Bursar
Location: Cranbrook School

Job Purpose:

You will be responsible for providing outstanding frontline technical support, and ensure client issues are resolved swiftly and professionally.

Key Responsibilities:

- Respond to tickets, providing initial support and troubleshooting for hardware, software, and network issues.
- Diagnose and resolve common technical issues, including but not limited to Microsoft Windows OS, Microsoft 365, basic network connectivity, and VPN access.
- Document incidents, solutions, and escalate complex issues.
- Provide proactive support, such as routine system checks and alerts, to maintain client systems at optimal performance.
- Assist with setting up new users, hardware, and software installations.
- Ensure all service levels and response times are met, prioritising customer satisfaction.

Requirements:

Required to provide Installation/Support/Advice/Troubleshooting in the following areas:

- Automated Gates/Doors
- Computer hardware and software
- CCTV
- Cashless Catering
- AV Equipment
- Telephony System & Mobile Phones
- Wired & Wireless Network Infrastructure
- Printing/Photocopying
- Website
- ID Badges
- MIS Services
- Cloud Services

Person Specification: IT Technician

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Essential Criteria

- Knowledge of Microsoft Office (Office 365), Windows Servers and Active Directory
- Basic networking knowledge (DNS/DHCP, TCP/IP, LAN/WAN)

Qualifications:

GSCE Maths and English – Grade C and above or equivalent

Experience:

- One or more years working in ICT Support in a business or education environment
- Customer Service experience (1 year minimum)
- Sound understanding of school / education IT network

Skills and Abilities

- Knowledge of maintaining a network, including server administration.
- Experience in installing, troubleshooting and maintaining a wide range of IT equipment including network Infrastructures, Computers, and mobile devices.
- Must be able to communicate with staff at all levels, along with pupils.
- Thorough understanding of Health and Safety procedures especially as they relate to work in the specific environment.
- Full UK driving licence and use of own vehicle.
- Assembly, disassembly and cleaning of equipment.
- Ability to exchange of information both verbally and in writing with staff and suppliers.
- Ability to repair equipment as required.
- Knowledge of appropriate use of relevant equipment, hardware and software configurations.
- Knowledge of policies and procedures relating to child protection, health, safety, security, equal opportunities and confidentiality.

Conditions of Service

- Salary £26,631 to £27,901
- 40 hour a week 8.00 to 17.00, with 1 hour lunch break
- 22 days annual leave which must be taken in school holidays.
- Contractual sick pay is dependent upon years of service. After five years' service entitlement to six months' full pay and six months' half pay.
- An entitlement to join the Kent County Council Local Government Pension Scheme.
- Other conditions of Service will be detailed in the contract of employment.

Cranbrook School is committed to safeguarding and promoting the welfare of children and young people. All staff appointed will be required to pass an enhanced DBS check before commencing employment.

Cranbrook School welcomes applications from people with disabilities.

Cranbrook School has a no smoking policy