



## GREIG CITY ACADEMY

---

*Principal: Mr. P. V. Sutton B.Sc. M.A.*

20<sup>th</sup> July 2010

Dear colleague

### **1<sup>st</sup> Line ICT Support Technician**

I am pleased to send you this information pack in response to your enquiry about this post at Greig City Academy.

The pack will tell you more about the post as well as the organisation of the school, its demographics and its most recent successes. If you wish to apply, please complete the enclosed application form, including a supporting letter, and return as requested on the form.

I hope that the pack and what you see on our website will also give you a clear impression of our ethos and the pride we take in our pupils and their activities. Visitors to the school frequently remark on the enthusiasm, commitment and energy of both pupils and staff and the harmonious relationships that exist between them. We are keen to attract people who will bring their own enthusiasm and commitment to a school which has been recently judged by Ofsted as providing a good education for all its pupils and which is intent on being rated as an outstanding school in the near future.

If you would like more information than we can offer here, please call or email Viv Oxley who will be happy to answer your questions. She can be reached on 020 8609 0175 or at [voxley@greigcityacademy.co.uk](mailto:voxley@greigcityacademy.co.uk).

I hope you will find what you read and see interesting and I look forward to receiving your application form.

Yours sincerely

Mr P. V. Sutton  
Principal



INVESTOR IN PEOPLE

### The job .....

#### **First Line ICT Support Technician**

35 hours per week on a 52 week contract

Point 4 £14,696

Required as soon as possible

Responsibilities will include handling a busy helpdesk query request system, carrying out regular checks of the ICT equipment within the academy and completing 1<sup>st</sup> line support responsibilities. Good communication and organisational skills together with knowledge of Microsoft XP and Microsoft office are essential, and experience of working in a similar role is desirable.

### The person .....

You will be someone who:

- has good communication and organisational skills
- can handle a busy helpdesk query request system and complete 1<sup>st</sup> line support responsibilities.
- has the ability to work flexibly and as part of a team.
- has a good knowledge of computers, with good problem solving skills, and an excellent knowledge of Microsoft XP and Microsoft Office.

### The school .....

Greig City Academy is a non-selective, multi-ethnic, inner-city school whose pupils come from a wide variety of cultures, countries and religions. We are a Church of England school which welcomes pupils and staff of all faiths as well as those with no religious belief. Students benefit from exceptionally well resourced classrooms, library and study areas as well as specialist facilities.

In March 2009, Ofsted confirmed our own assessment of the Academy as "good with outstanding features in the sixth form." We are proud of the many successes we have achieved since opening in September 2002. These include: year-on-year improvements in academic achievement at all stages and for all pupils, irrespective of gender or ethnicity; a challenging and exciting range of outdoor pursuits and curriculum-related visits, trips and residential; and achievement of Investor in People status.

Greig City Academy was the 28<sup>th</sup> most improved school in a list of the top 105 secondary schools in England that had the biggest and sustained improvement in their GCSE results between 2006 and 2009.

Please read on to find out more.

# **GREIG CITY ACADEMY**



## **Draft Job Description**

<b>Job Title:</b>	1 <sup>st</sup> Line ICT Support Technician
<b>Responsible to:</b>	ICT Network Manager
<b>Hours:</b>	35 hours per week on a 52 week contract
<b>Salary:</b>	Point 4: £14,010

---

Reporting to the Network Manager you will be responsible for providing front line technical support to all the users of the Academy. The successful candidate will have good IT knowledge although training will be given during the role and should be a problem solver who enjoys challenging issues has good communication skills and is committed to providing superior customer service. Professionalism, responsiveness the ability to get on with others are critical attributes for the success of this position.

## **Person Specification**

### Essential Skills and Ability

- To handle a busy helpdesk query request system
- Complete 1<sup>st</sup> line support responsibilities
- Undertake other reasonable requests
- The ability to work flexibly and as part of a team
- The ability to take initiative with common sense and maturity
- Good communication and organisational skills
- The ability to manage your own workload and prioritise work accordingly
- Excellent knowledge of Microsoft XP and Microsoft Office
- Good problem solving skills
- Good knowledge of computers
- The willingness to learn and undertake any necessary training for the role

### Desirable Skills and Ability

- Experience of working in a similar role
- Relevant formal qualifications

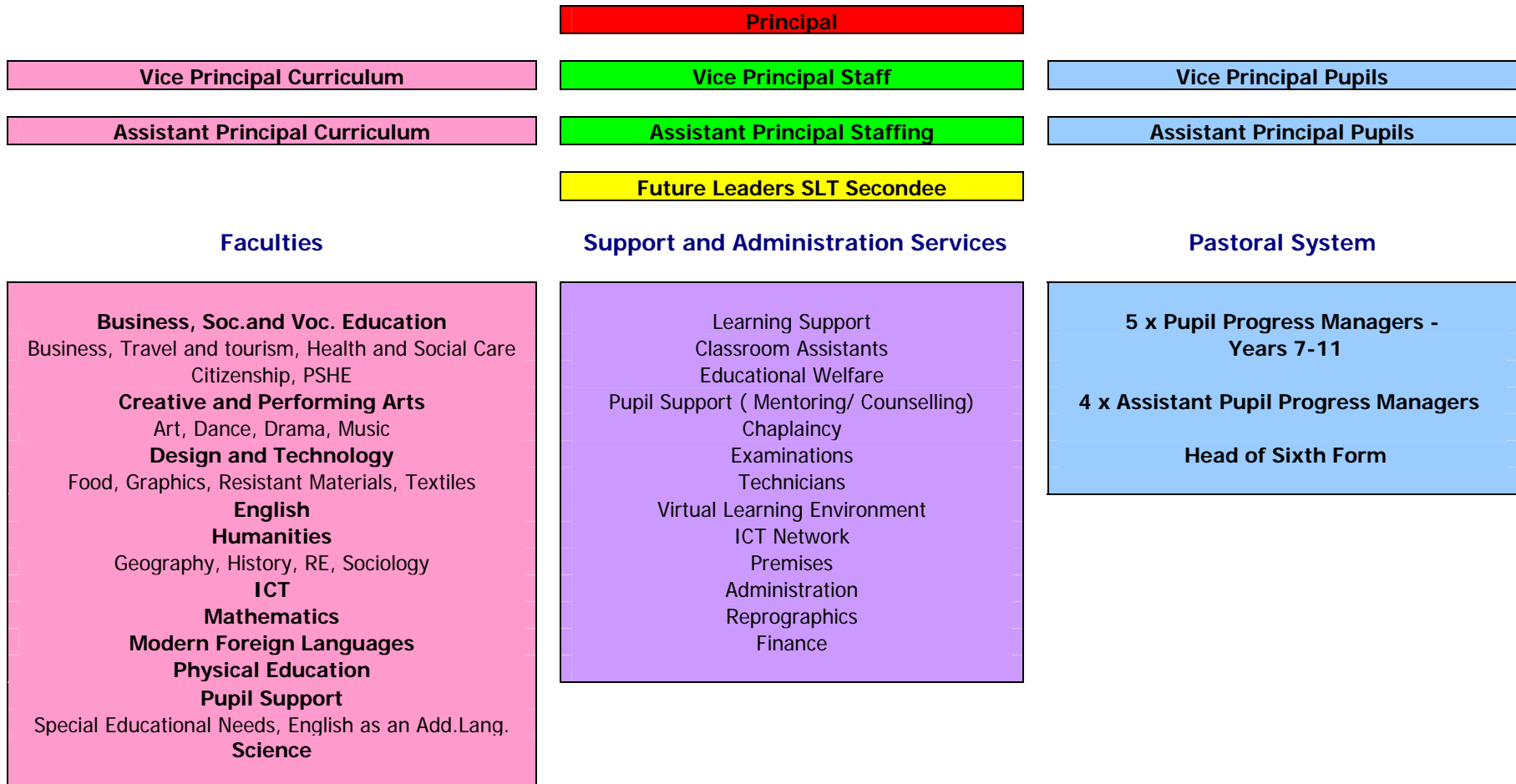
### Training

- Due to the nature of this role training will be available in the following areas;
  - MCP, MCSA & MCSE
  - Cisco, VoIP, CCTV, Net2

## **The ICT Network Team**

The ICT Team currently has three members of staff including the ICT Network Manager, to whom you will be reporting.

## Greig City Academy Structure 2009-10



# Greig City Academy - Key facts and successes

## Inspection reports

In March 2009, Ofsted judged the Academy to be “good with outstanding features in the sixth form.” The full report can be found at [www.greigcityacademy.co.uk](http://www.greigcityacademy.co.uk) or at [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

In May 2009, the Section 48 inspection judged that the Academy “through its distinctive Christian character, is good at meeting the needs of all learners.” The full report can be found at [www.natsoc.org.uk](http://www.natsoc.org.uk).

In September 2009, Ofsted inspected the Academy’s Business Studies department and rated it as “outstanding”.

## Key Stage 3

We provide a broad and balanced educational experience in terms of subjects. We believe that this enables students to become aware of their academic strengths and weaknesses. During Year 9, we provide comprehensive guidance on the Key Stage 4 curriculum and hold interviews with students and their parents or carers to agree the most suitable subjects.

## Key Stage 4

We believe that pupils do well if they are able to take the subjects they enjoy at Key Stage 4 so we do not operate “option blocks”. All pupils at this stage may choose any combination of subjects from the options available. This approach has contributed to significant year-on-year improvements in GCSE and BTEC Level 2 results:

GCSE and BTEC	2006-07	2007-08	2008-09
% of students achieving 5 A*-C grades or more	65%	53%	62%
% of students achieving 5 A*-C grades or more including both English and Maths	21%	30%	39.3%
% of students achieving 5 A*-G grades or more	93%	98%	94%
% of students achieving at least 1 A*-G grade	96%	98%	99%

## Sixth Form

Our Sixth Form offers opportunities for teaching A Level, AS and BTEC Level 3 courses as well as a number of Level 2 courses. It is a thriving community that contributes fully to the life of the Academy.

“Students gain immensely in confidence and self-esteem. Their personal development and well-being are outstanding. They contribute extensively to the school and show great commitment in the way they support the younger students as mentors, reading buddies, sports coaches and on residential trips.” Ofsted, 2009

## Pupil characteristics

The school's population has grown each year since it opened in 2002 and currently stands at 1048 including 179 in the sixth form. 95% of pupils are of ethnic minority origin and 54% have English as an additional language. The ability profile on entry is skewed towards the less able with many pupils having low levels of literacy and numeracy. However, all groups of pupils irrespective of gender or ethnic origin consistently achieve contextual value added levels significantly higher than the national average.

## Staff

"The inspirational principal has built a strong, dedicated team of staff who share the vision to raise students' achievement. They work together with great enthusiasm and commitment to the students, often supporting them well beyond the school day." Ofsted, 2009

In June, 2008, the Academy was awarded Investor in People status. Here is just one of the positive comments made in the report:

"People are highly committed to the school and are very clear about how they can make a positive contribution. The children are the focus."

A low rate of staff turnover is just one measure of that high level of commitment. The Academy's Training Award of £2400 a year gives teachers a chance to seek out and benefit from professional development opportunities of their own choice which are beyond those organised and/or directed by the school.

## Extra-curricular and enrichment activities

"The high-quality enrichment activities, particularly the extensive outdoor learning programme in which very many students participate, make an extremely positive contribution to students' learning." Ofsted, 2009

The magazine in this pack and our website will give you a good sense of the wide range of activities our pupils take part in beyond the school day and outside the classroom some of which you can see here.

