

# IT & Digital Systems Analyst

**Start Date:** ASAP

## The BRIT School

An exciting opportunity has arisen to join the school's IT team, to provide first line support for all applications used by the school, including but not limited to; MS Office, Adobe CC, Internet Browsers, other Design, Video and Audio tools.

The BRIT School is a unique institution offering specialist education in the arts and related technologies, alongside the full range of academic subjects. It is sponsored by the British Record Industry and has a unique relationship with the performing arts industries.

The Brit School runs a 5 Term academic year with some school holidays falling at different times to the usual Local Authority school breaks. Please see our website for further details of our term dates.

The BRIT School is committed to Equality, Diversity and Inclusion.



# Applicant Information Pack

**Closing date**  
9am, 14th October 2024

**Interview date**  
22nd October 2024

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## Job Description

Job Title	IT & Digital Systems Analyst
Department	IT
Salary	Band 5 £33,439
Hours of Work	Full Time
Contract Type	Permanent
Responsible to	IT Network Manager
Responsible for	N/A

### Job Overview

- Provide first line support for all applications used by the school, including but not limited to; MS Office, Adobe CC, Internet Browsers, other Design, Video and Audio tools.
- Support and maintain all Windows, Apple and Google OS workstations.

### Key Responsibilities

- Provide first line support for all applications used by the school, including but not limited to; MS Office, Adobe CC, Internet Browsers, other Design, Video and Audio tools.
- Support and maintain all Windows, Apple and Google OS workstations.
- To provide first line support to all users within the school. Ensuring a high quality of service is maintained, with minimal disruption to staff and students.
- Maintain and support all Audio Visual classroom and meeting room equipment, including the setup and configuration of projectors, Interactive Whiteboards and Digital displays.
- Work with the IT Team in deploying and imaging Windows OS, Apple OS, and application deployments, playing a key role in the delivery of workstation rollouts, and refresh.
- Regularly monitor and act upon Service Desk tickets, ensuring requestors are kept updated; documenting clear resolutions, within agreed SLAs.
- Maintain, monitor and support all Printers and Multifunction devices, including consumable replacement and ordering, ensuring sufficient stock is available. Provide second line support, troubleshoot and fix support for all printers and escalate to service Support Company.
- Work with the IT Systems Senior Analyst in network patching, ensuring ports are labelled and data cabinets are kept tidy and documentation up-to-date.
- Work with other team members in defining policy and procedures; producing and maintaining clear documentation.
- To work with the IT Senior Systems Analyst in planning and delivering IT projects in the school. Playing a key role in the delivery of any elements, relating to the areas of responsibility detailed in this job description.
- Monitor and liaise with Managed Print Support Company, booking in and recording all site visits.
- Manage and develop the School's digital signage systems.
- Manage the ongoing support, including Moves/Adds/Changes to the school website.
- To provide first line support to all users within the school. Ensuring a high quality of service is maintained, with minimal disruption to staff and students.
- To attend regular Team and Line management meetings.
- To be part of an updates rota, updating servers and services, outside of regular school hours, for which time off in lieu will be given.
- To be part of shift rota, ensuring that support is available from 8AM to 5:30PM.

- To act as a Fire Marshall/Deputy Fire Marshall in the event of an emergency if required.
- To attend school and departmental meetings and Inset.
- To work some evenings during open days and whole school events for which time off in lieu will be given.
- To undergo any training required in order to perform duties efficiently.
- To exercise a commitment to the school's mission statement and stated ethos including the equal opportunities policy, health and safety policy and all other current school policies.
- To undertake any other duties or one-off tasks at the reasonable request of the Digital Systems & MIS Manager, the IT Network Manager, The Principal, or any member of the Senior Leadership Team.

## Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training for each of the criteria below.

Criteria	Description	Essential / Desirable
<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• CompTIA A+ or Microsoft MCSA Qualification or equivalent.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• 5 GCSEs (or equivalent) in Grades 9-4/A-C including English and Maths.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Good, working knowledge of Microsoft and Apple Operating Systems.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Knowledgeable or experience using Google Workspace.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Knowledgeable or experience of Active Directory and Windows Server Services/Features.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Basic understanding of computer network fundamentals and computer components.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Good knowledge and understanding of TCP, IP, DNS and DHCP.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Experience and knowledge of Microsoft Office, Microsoft 365 and Adobe Packages.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Working knowledge of MIS Systems preferably iSAMS.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• ITIL 4 Foundation Qualification or equivalent.</li> </ul>	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Basic knowledge of HTML in websites, managing website pages and content management.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• 2 years relevant work experience in IT working with an IT Helpdesk.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Customer facing role within the IT Sector.</li> </ul>	Desirable
<b>Knowledge, Skills and Qualities</b>	<ul style="list-style-type: none"> <li>• Previous experience in working in an Educational Environment such as Primary, Secondary Schools or a Further/Higher Education University.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Excellent problem-solving and resolution abilities on a wide range of software, hardware and network issues;</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Ability to carry and set-up IT equipment around buildings.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills;</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Ability to advise, communicate effectively and assist a range of technical to nontechnical users within the organisation.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>• Desire to build effective working partnerships and gain confidence with students, staff, parents and professionals from third parties who support the school.</li> </ul>	Desirable

<b>Personal Qualities</b>	• An effective team player but also able to think and work independently;	Desirable
	• Able to use own initiative, accept responsibility and accountability.	Desirable
	• High standards of integrity and approachability.	Desirable
	• Good sense of humour.	Desirable
	• Flexible and collaborative.	Desirable
	• Methodical approach to work.	Desirable
	• Ability to prioritise workload.	Desirable
	• Attention to detail.	Desirable
	• Proactive and keen learner, with a willingness to undertake further training and professional development.	Desirable
	• Understanding of safeguarding issues and promoting the welfare of young people.	Desirable
• Suitability to work with young people.	Desirable	

## Terms and Conditions

Availability	To start ASAP
Contract Type	Permanent
Hours of Work	35 hours a week
Annual Leaver	Annual Leaver runs 1st January - 31st December. Annual Leave entitlement is 27 days 3 of which must be taken at Christmas shut down. Pro Rata will apply.
Salary	Band 5 Point 19 - £33,439  Payday is the 26th of each month or the last working day before this should the 26th fall on a weekend or bank holiday.
Work permit	All applicants must be permitted to work in the UK and hold a relevant work permit where necessary. This is not a role in which The BRIT School sponsors a visa application.
DBS Check	The appointment will be subject to satisfactory DBS clearance at the Enhanced level (child workforce).
Probation	The post has a six months' probationary period.
Notice Period	This appointment may be terminated by the staff member giving the Principal notice or the Principal giving the staff member notice of 3 months.
Pension	Membership of the Local Authority Pension Scheme is an important employee benefit providing future income for your retirement.

## Staff Benefits

Annual Season Ticket/ Travelcard Loan	The school offers an annual loan for those staff who wish to make use of the reduced annual prices.
Events	All staff receive two complimentary tickets at the start of the new academic year for any show of their choice.
Eye Tests & Glasses	For staff who use computer screens regularly in their role, the school will pay for their eye test and also up to £100 for new glasses if required for the purposes of seeing the computer screen.
Cycle Scheme	The School is a member of cyclescheme <a href="http://www.cyclescheme.co.uk">www.cyclescheme.co.uk</a>
Pension	Support Staff are automatically enrolled in the Croydon Council Pension Scheme.
Counselling Service	The BRIT School offers a free in-house counselling service.
Local Discounts	Staff are entitled to a discount at the Croydon Better Leisure Centres. These are located in South Norwood, Thornton Heath, Purley, New Addington and Waddon.
School Facilities	<b>Library</b> – The School has a very well stocked library with not only books, but magazine, journals, music and DVD's which staff are very welcome to utilise.

# About Us

## School Overview

The BRIT School is the leading Performing and Creative Arts school in the UK and completely FREE to attend. It provides a unique education for over 1,400 pupils aged between 14 and 19 in the fields of music, film, digital design, community arts, visual arts and design, production and performing arts as well as a full academic programme of GCSEs and A Levels.

The BRIT School has produced many successful singers, musicians, dancers, technicians, film-makers, performers, designers, games-makers, set-makers, community arts practitioners, DJs, actors, stuntmen, producers, authors and a whole lot more.

Former Students have so far won 12 BRIT Awards, 19 Grammys, 2 BAFTAs and 2 Oscars, a Laurence Olivier Award, a UK Theatre Award and 2 London Evening Standard Awards.

## Our Mission

To prepare young people for careers in the creative and performing arts.

## Our Values

- Original
- Responsible
- Ambitious
- Inclusive

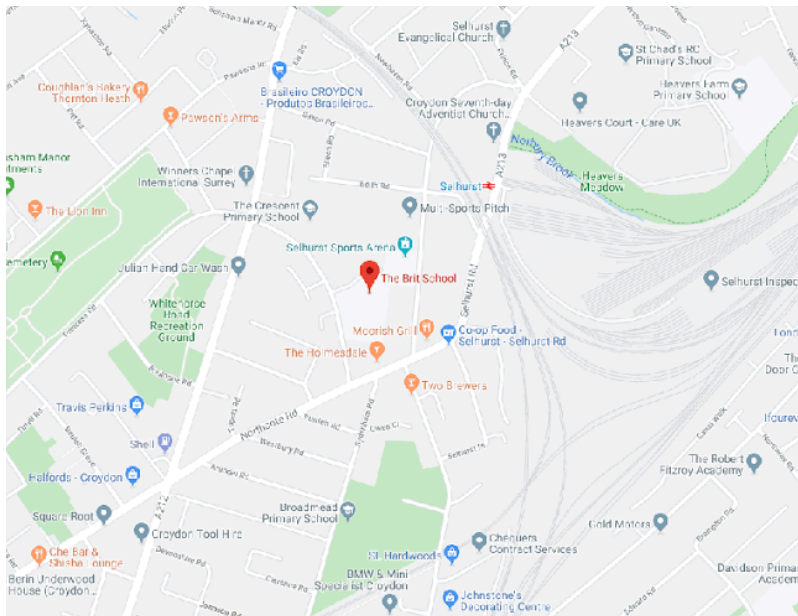




## Location

The BRIT School is located in Selhurst, Croydon (Greater London).

60 The Crescent, Croydon CR0 2HN



## How to Apply

To apply, please complete our [Application Form](#) available on our website in the 'Work for Us' Section.

CV's without an application form cannot be accepted.

### Closing date

9am, 14th October 2024

### Interview date

22nd October 2024

The interview will consist of 3 parts, a formal Interview, a role related test and a tour of the school.

Prior to taking up the post an enhanced DBS clearance will be required.

The BRIT School is an Equal Opportunities Employer and an educational non-profit making registered charity. Roll: 1400 14 – 19 year old students Britain's leading state-funded school for the performing arts.

The BRIT School is committed to Equality, Diversity and Inclusion.

For more information visit our website [www.brit.croydon.sch.uk](http://www.brit.croydon.sch.uk)