


Red Balloon Cambridge – IT Support Job Description		
Job Title:	IT support	
Salary/Hours:	15-20 hours a week (ideally 3 to 4 hours a day) Annual (FTE) salary of £28,000 Pro rated to £10,500-£14,000	
Responsible to:	Coordinator, Deputy Coordinator	
Effective Date:	As soon as possible	
Role and Context		
Job Purpose	The purpose of this role is to support the IT structure of the centre.	
Context	We work with young people who have been severely bullied and/or experience high levels of anxiety about attending school. We provide a safe environment with clear boundaries for behavior, and an individual full-time academic, pastoral and therapeutic programme. Once students have regained their confidence and are able to cope academically and socially, we support their return to mainstream school or college or into employment. It is important that the jobholder concurs with this aim.	
Dimensions	Red Balloon – Cambridge offers places to a maximum of 40 full-time students. The teaching and support staff numbers up to 34 full and part-time staff.	
Relationships	The IT Support works closely with the Coordinator and Deputy Coordinators, liaises with staff about the work that is required, is part of the staff team, is a participating member of the Red Balloon community, and develops a good relationship with parents/carers, volunteers and visitors	
Other Job Information	Red Balloon and the Trustees will be accountable for all working arrangements and welfare provision. RBLC is committed to safeguarding and promoting the welfare of children.	
Principal Accountabilities		
As a member of staff: <ul style="list-style-type: none">a. abide by and support the philosophy of Red Balloonb. cooperate with the other staff in the running of the Centrec. respond to any perceived need for in-service trainingd. attend staff meetings and INSET when possiblee. Manage and maintain the IT system and infrastructuref. Provide technical support, troubleshooting, maintenance of printers, computers and the networkg. Ensure the security and integrity of Centre data and systems, implementing appropriate security measures, filtering and monitoring		

Person Specification	
Qualifications	<ul style="list-style-type: none"> Degree level education in relevant subject/s (desirable) IT Support certification (essential) Extensive subject knowledge (essential)

Skills/Knowledge (all essential)	<ul style="list-style-type: none"> Confidence to build upon students' interests and ideas within a negotiated curriculum Very strong subject knowledge Understanding the impact of emotional well-being upon a student's ability to learn and vice versa Understanding of safeguarding and child protection regulations. <p>Technical Skills (IT Support)</p> <ul style="list-style-type: none"> TCP/IP Protocol, DNS Protocol. Understanding of routing, firewalls, configuration and management of Wifi infrastructure, APs. Knowledge on administration and configuration of different OS (Chrome OS, Windows, Mac OS, Linux) Printers configuration Laptop and desktop repair (Hardware and software) Strong analytical and logical thinking Ability to work with various technologies and systems Knowledge of software and hardware troubleshooting procedures Ability to maintain accurate records and documentation Finding technical solutions to organisation needs Knowledge on Internet Safety in Schools Filtering and monitoring
Key Competencies	
Self Management	Manages personal priorities, pressures and workload in an efficient, calm, proactive and effective way. Maintains personal boundaries whilst remaining supportive of students with difficulties. Is able to problem solve.
Communications	Relishes working within a team. Listens to and communicates with individuals and groups professionally, clearly, and supportively. Is aware of the need for confidentiality, tact and sensitivity.
Equality and Diversity	Is constantly mindful of equality and diversity issues in providing services, and seeks to avoid discrimination.
Flexible and Adaptable	Responds positively and flexibly to unexpected changes in the routine of the Centre and to any new requests that may arise.
General Information	
<ul style="list-style-type: none"> The job specification details the main outcomes required and should only be updated to reflect major changes that impact on the outcomes for the job. Specific tasks, goals and performance criteria will be agreed through the Appraisal Scheme. All work performed/duties undertaken must be carried out in accordance with relevant Red Balloon policies and procedures, within legislation, and with regard to the needs of students, staff and parents. Appointment is subject to satisfactory DBS check and provision to two independent references, one from most recent employer. Post holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by Red Balloon. For further information about Red Balloon-Cambridge please visit http://redballoonlearner.co.uk Previous applicants need not apply. 	
<p>Please email your application form and a letter outlining your suitability for this post to jessica.lechner@cambridge.rblc.org.uk or post it to: Jessica Lechner, Coordinator, Red Balloon Learner Centre, 42-44 High Street, Milton, Cambridge CB24 6DF</p> <p>Interviews to be held Thursday 22nd May 2025</p> <p>Please let us know how you found out about this post.</p> <p>Red Balloon is committed to safeguarding and promoting the welfare of children and young people.</p>	