



## **SEDBERGH SCHOOL**

### **JOB DESCRIPTION**

#### **IT SUPPORT TECHNICIAN**

##### **Safeguarding of Children**

**Safeguarding the welfare of children is of the highest priority to Sedbergh School. Every employee of the school has a responsibility to:**

- **Protect Children from abuse**
- **Be aware of the School's safeguarding procedures**
- **Know how to access and implement the required procedures**
- **Keep a sufficient record of any significant complaint, conversation or event**
- **Report any matters of concern to the Designated Safeguarding Lead**
- **Attend annual in-service training provided by the School**

##### **General**

Sedbergh School, founded in 1525 by Roger Lupton, Provost of Eton, is an Independent Co-educational Boarding School. The Headmaster is a member of the Headmasters' and Headmistresses' Conference. Set in the spectacular Yorkshire Dales National Park, the School also benefits from fast motorway and rail access to the rest of the UK.

The School is a vibrant, demanding and supportive community which encourages pupils and staff to be involved in as broad a range of activities and interests as possible. Art, Drama and Music are especially strong, and the School has a national reputation for Sport. Sedbergh has its own Prep School located approximately five miles away at Casterton.

##### **Organisation**

The Headmaster, Mr A A P Fleck BSc, MA, acts as the "Chief Executive" of both Schools and is supported by a number of senior managers. The Bursar, Peter Marshall, is responsible to the Headmaster and Governors for the management of all the administration and support staff.

The Bursar has responsibility not only for the finances of the School, but also for the extensive land and buildings, maintenance department, grounds & gardens, catering, housekeeping & domestic staff and all other support staff, as well as running the commercial trading arm of the School, Sedbergh School Developments Limited

The role offers great opportunities for personal and professional development in a School that aspires to be the market leader in all areas of Boarding School life. A proactive attitude to INSET training is encouraged and supported by the School.

### **Duties**

To provide on-site technical support, assisting School staff with various IT issues including, installing, maintaining and troubleshooting new and existing equipment such as desktops, laptops, tablets and their peripherals.

- Monitor and share the running of the School's IT help desk system, logging, prioritising, tracking and completing support cases. Escalate support issues to the appropriate team member;
- Undertake Systems Administration including the imaging and deployment of desktops/laptops. Troubleshoot, diagnose and resolve software and hardware faults and perform hardware maintenance, repairs and upgrades as and when necessary including Installation, patching and upgrade of various software across the network;
- Update, create and maintain IT site documentation including in house training materials as required;
- Maintenance and installation of printers and their consumables including, AV projection equipment. Provide IT, AV and multimedia support at school events;
- Provide support for the School's Academic Management Information System, iSAMS. Assist in its administration, maintenance and development, promoting its use and identifying any additional staff training requirements;
- Assist with the administration of school reports, generated through iSAMS and help members of the Senior Leadership Team following the publication of exam results;
- Help prepare and provide scheduled staff training as part of a continued professional development program in the use of iSAMS. Including, Microsoft applications: OneDrive, SharePoint, Office 365, and any other application software as required;
- Fulfil the general roles and responsibilities of an employee at Sedbergh School;
- Carry out any other reasonable duties within the function and responsibility of the post.

### **Health & Safety**

The IT Support Technician must be fully conversant with the School's Health & Safety Policy and report any breaches of the policy to their Line Manager.

### **Reporting**

The IT Support Assistant will report directly to the Director of IT as part of that team.

## **Required profile**

We are looking to appoint an enthusiastic, flexible and knowledgeable 2<sup>nd</sup>/3<sup>rd</sup> line IT specialist to work on IT support across our school's two sites. Our ideal candidate will have a passion for IT, be self-motivated and enjoy providing excellent customer service.

Proven two years prior technical IT exposure/experience is highly favorable, preferably in an operational or educational environment providing excellent front line customer support.

It is essential that you have a broad technical knowledge of IT. However, training will be provided in the School's systems.

You should have experience of producing accurate data for reporting and assessment using Excel and also be skilled in time management, with an ability to work to strict deadlines.

The School is looking for someone with excellent English communication skills (written & verbal), who is able to communicate technical information to nontechnical audiences. A strong sense of customer service and demonstrable history of excellent customer-facing skills will be an advantage.

Methodical problem solving and excellent analytical skills are required. We are looking for a team player able to keep others informed of information that contributes to the performance of the team, department and School. You should be able to work independently and have a proactive approach to identifying ways to improve services provided by your team.

You will be expected to provide general technical support including troubleshooting of software and hardware issues across the whole school (1st and 2nd line), including routine maintenance.

This role is based at our Senior School and will require the IT Technician to move between both Senior and Prep School sites as and when required. Additionally, this role requires Saturday cover on a rotational basis. Flexibility in working hours and patterns to provide additional assistance for large school IT projects and boarding school activities is essential. You will be willing to learn and apply new technology and to train and learn new skills.

## **Person Specification**

### **Essential Qualifications/Education/Training**

- Educated at least to A level standard, ideally in relevant subjects.
- IT Based Qualifications.
- Information and Communication Technology (IT vocational or further education qualification) Office 365, SharePoint, OneDrive, Excel.
- MS certifications or evidence of ongoing IT qualifications.

### **Desired Qualifications, Commercial Experience (public/private sector).**

- MS windows System Support. Active Directory, Group Policy, HP Server Technologies.
- Office 365, SharePoint, OneDrive, Excel.
- Information Systems, Academic Data Management.
- Windows Server 2012 R2.
- Networking technologies (LAN, WAN, VLANs, and Wireless).
- TCP/IP, DNS, DHCP.
- Windows 7, 8 & 10.
- VoIP Telephone Services.
- Desktop PCs, laptops, printers and audio/visual equipment.
- Full clean driving licence.
- Programming Languages: Python, Ruby, Java, C++.

### **Essential Characteristics**

- Personable and approachable with excellent administrative and organisational abilities; Strong and effective communicator, able to work closely with other members of staff. Experience in the use of databases. Previous experience in a highly dynamic and fluid environment with a high degree of customer service. Help Desk / Technical support experience. Ability to produce accurate, clear and concise documentation.