



SEDBERGH
SCHOOL

FOUNDED 1525

Candidate Information Brochure
IT Support Technician





About Sedbergh School



Sedbergh School, founded in 1525 by Roger Lupton, Provost of Eton, is an independent Co-educational Boarding School. Set in the spectacular Yorkshire Dales National Park, the School also benefits from fast motorway and access to the rest of the country.

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 ten miles away at Casterton.

The Principal, Mr A A Fleck BSC, MA, acts as the “Chief Executive” of both Schools and is supported by a number of senior managers. The Chief Operating Officer (COO), Peter Marshall, is ultimately responsible to the Principal and Governors for the management of all the administration and support staff.

The COO has responsibility for the finances of the School, as well as running the commercial trading arm of the School, Sedbergh School Developments. The Bursar (Operations) is responsible for the extensive land and buildings, maintenance department, grounds & gardens, catering housekeeping & domestic staff.



The Role - Duties

The successful candidate will 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, all types of AV projection equipment. Set up and provide IT, AV and multimedia support at school events as and when required;
- ✿ 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 Management Team following the publication of exam results;
- ✿ 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.





Required Profile

We are looking to appoint an enthusiastic, flexible and knowledgeable 1nd/2rd 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 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 strong and effective 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 using initiative 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 Prep 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.

Safeguarding Responsibilities

- ✿ Sedbergh School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. The role holder will be expected to support this approach in the context of their role and to adhere and ensure compliance with the School's Safeguarding policies and procedures at all times.
- ✿ All staff within Sedbergh School must demonstrate the willingness to participate in safeguarding training appropriate to the level of responsibilities of their role.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not have been identified. Employees will be expected to comply with any reasonable request from their Line Manager to implement work of a similar level that is not specified in this job description.



Person specification

Essential Qualifications/Education/Training

- ✦ Educated at least to A level standard, ideally in relevant subjects;
- ✦ 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. Advice 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 language: Python, Ruby, Java, C++

Essential Characteristics

- ✦ Personable and approachable, with excellent administrative and organisational abilities;
- ✦ Strong and effective communicator;
- ✦ Effective and strong team player, able to work closely with all 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.





How to apply

If you would like to be part of our team please contact María Gallego-Calderón on mgal@sedberghschool.org, or call us on 015396 20303.

Closing date for applications: Monday 6th January 2020

Early application is advised as an appointment will be made upon finding a suitable candidate.

We look forward to hearing from you.



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*Sedbergh School is committed to safeguarding & protecting the welfare of children.
Applicants must be willing to undergo child protections screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.*

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