



SEDBERGH
SCHOOL

FOUNDED 1525

Candidate Information Brochure
IT support Technician
Full time, permanent





About Sedbergh School

Sedbergh School, founded in 1525 by Roger Lupton, Provost of Eton, is an Independent Coeducational 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.

The Headmaster, Mr D J Harrison MA (Cantab), has overall responsibility for both Schools and is supported by a number of senior managers. Will Newman BA(Ed) MA, is the Headmaster of Sedbergh, Casterton Prep School.

The Chief Operating Officer, Mr Peter Marshall, is responsible to the Headmaster and Governors for the management of all administrative and support staff. The Chief Operating Officer has responsibility not only for the finances of the School, but also for the extensive land and buildings, maintenance department, grounds & gardens, catering, housekeeping and domestic staff and all other support staff, as well as running the commercial trading arm of the School, Sedbergh School Developments Limited.



Our Location

Only 90 minutes driving from almost every major city in the North, Sedbergh School is a world away from the temptations and pressures of urban life.



By Air

Sedbergh is within 90 minutes of the international airports of Manchester, Leeds, Liverpool and Newcastle.

By Rail

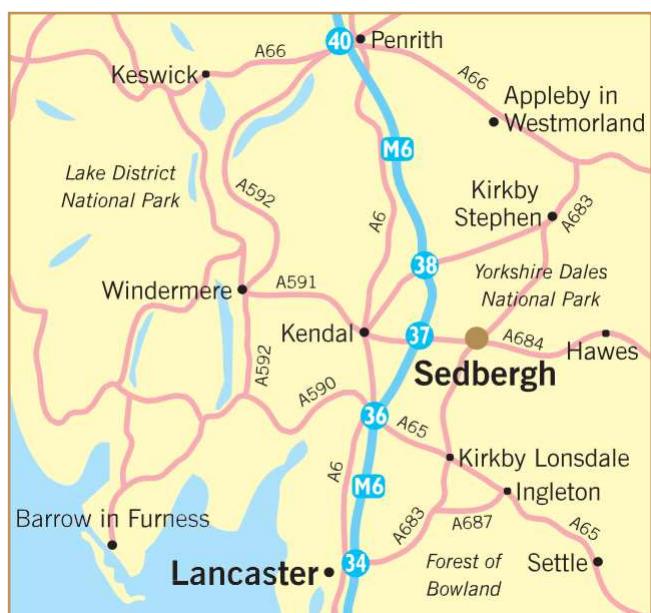
There are direct trains from London within 2 hours 40 minutes.

Location

Sedbergh School is under 5 miles from the M6, giving fast motorway access to Scotland, the Midlands and the South.

Approaching from the North East

The recommended route is either the A1 and A66 from Scotch Corner or, if living further south, the A65. The A684 through the Dales is beautiful, but very much slower.





The Role

We are looking to appoint an enthusiastic, flexible and knowledgeable 1st/2nd line IT specialist to work on IT support across both our Senior School at Sedbergh, and Prep School at Casterton. Our ideal candidate will have a passion for IT, be self-motivated and enjoy providing excellent customer service.

Previous technical IT exposure/experience is highly favorable, preferably in an operational or educational environment providing excellent front-line customer support. We would also consider a recent graduate from an IT qualification/course, who is looking to be trained further in a practical environment. It is essential that you have a broad technical knowledge of IT, however, onsite training in the School's systems will be provided in the various aspects of the role.

The post requires someone with excellent communication skills, both written and verbal, who is able to communicate technical information to non-technical audiences. A strong sense of customer service and a demonstrable history of excellent customer-facing skills will be an advantage.

Methodical problem solving and excellent analytical skills are also required: we are looking for a strong and effective team player, able to keep others up to date with information that contributes to the performance of the team, department and School. The successful candidate will be someone who is able to work independently using initiative, and has a proactive approach to identifying ways to improve the services provided by the IT team.

The IT Technician will be expected to provide general technical support, troubleshooting hardware and software issues across the whole school, including routine maintenance. They should also be willing to learn and apply new technology and to train and learn new skills.

The role is based at our Senior School in Sedbergh, but will require the IT Technician to move between the 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.





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;
- ◆ To monitor and share the running of the School's IT helpdesk system, logging, prioritising, tracking and completing support cases;
- ◆ To escalate support issues to the appropriate team member;
- ◆ To undertake the imaging and deployment of desktops/laptops;
- ◆ To troubleshoot, diagnose and resolve software and hardware faults and perform hardware maintenance, repairs and upgrades as and when necessary, including installation, patching and the upgrade of various software across the network;
- ◆ To maintain and install printers and their consumables, including all types of AV projection equipment;
- ◆ To set up and provide IT, AV and multimedia support at School events, as required;
- ◆ To fulfil the general roles and responsibilities of an employee at Sedbergh School;
- ◆ To carry out and other reasonable duties within the function and responsibility of the post.

Reporting

The IT Support Technician will report directly to The Network Manager, with the Bursar (Compliance & IT) acting as Line Manager.

Health & Safety

- ◆ The IT Support Technician must be fully conversant with the School's Health & Safety Policy, as well as all other relevant School policies, and report any breaches of the policy to their Line Manager.





Person Specification

Essential Qualifications, Education & Training

- ◆ Educated to at least A-Level standard, ideally in relevant subjects;
- ◆ ICT vocational or further education qualification;
- ◆ Experience of Office 365, SharePoint, OneDrive, Excel and Teams.

Desirable Qualifications & Commercial Experience (public or private sector)

- ◆ Windows 7, 8 & 10
- ◆ Desktop PCs, laptops, printers and audio/visual equipment;
- ◆ Full, clean driving license.

Essential Characteristics

- ◆ Personable and approachable, with excellent administrative and organisational abilities;
- ◆ Strong and effective communicator;
- ◆ Strong and effective team player, able to work closely with all members of staff;
- ◆ The ability to work in a highly dynamic and fluid environment, with a high level of customer service;
- ◆ The ability to produce accurate, clear and concise documentation.





Safeguarding Responsibilities

Safeguarding the welfare of children is of the highest priority to Sedbergh School. 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 to and ensure compliance with the School's Safeguarding policies and procedures at all times.

If, in the course of carrying out their duties, they become aware of any actual or potential risk to the safety or welfare of children in the School, the role holder must report any concerns to the School's Designated Safeguarding Lead or to the Headmaster.

All staff within Sedbergh School must demonstrate the willingness to participate in safeguarding training appropriate to the level of responsibilities of their role. 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.

School Ethos & Values

- ✿ All members of staff in Sedbergh School must ensure that their work, communication and approach conform to the ethos, values and style of the School. Everyone must keep up to date, and comply with the Sedbergh School's Rules, Policies and procedures at all times.

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.





How to Apply

The HR Department is very happy to receive enquiries about the post or application process prior to applying. Please send any enquiries to hadmin@sedberghschool.org.

All applicants must submit an application form giving the names of two referees. A supporting letter and CV will also be welcome in addition. Application forms may be obtained as a download from the [Sedbergh School Vacancies webpage](#), or by emailing hadmin@sedberghschool.org. Completed applications should also be returned electronically to this address.

Diversity – the School is fully committed to the principles of equal opportunity, diversity, and inclusion. Sedbergh School does not discriminate on the grounds of gender, disability, age, sexual orientation, marital status or racial ethnic or national origin and applications are welcome from a diverse range of backgrounds.

Applications will be acknowledged by email.

All applications will be considered until the position is filled; please note that early application is advised as an appointment will be made upon finding a suitable candidate

Interviews will be arranged as soon as possible, with the possibility of a first-round interview via video-call

We look forward to hearing from you.



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

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