ICT Support Technician

We are seeking to appoint an enthusiastic, flexible and professional ICT support technician to join our existing, highly experienced, group ICT support team. The role is mainly based in Winchester House school.

The successful candidate will be providing first line ICT support for a developing ICT environment across a diverse range of services and personnel within the School. Successful candidate will have excellent organisational and communication skills, both verbal and written, along with strong knowledge of general hardware and software. The ability to work on your own initiative as well as part of a team is essential and experience of working in an ICT support role or similar would be an advantage.

You must be determined to problem solve and make a significant difference to the lives of our staff and pupils. We are looking for someone to foster new ideas and experiences, participating and encouraging the development of initiatives and embrace the process of change as part of the working day.

Closing date: 25 July 2022

Salary: £22,000 - £25,000, negotiable based on experience

Hours of work: Monday to Friday 37.5 hours per week /52 weeks

An application form and job description can be downloaded from our website
https://www.stowe.co.uk/careers-at-stowe

Job Description

Job Title: ICT Support Technician
Department: ICT
Accountable to: IT Manager
Responsible for: No direct reports

Purpose of the job:

To provide high quality and professional ICT support for staff, pupils and community within Winchester House School and wider Stowe group as and when required. Responsible to the IT Manager for the efficient maintenance of computer equipment across the school and responding to the needs of the users in a friendly and competent manner.

The Winchester School ICT Department:

The School runs a server-based network which consists of Windows servers, workstations and laptops, with additional environments supporting services throughout the school. The school has recently moved from Google to Microsoft Office 365 services, staff and pupils will be going through the transition in the new academic year. The department is committed to providing secure and flexible services to all users in a rapidly developing IT landscape.

The Stowe Group

The Stowe Group comprises Stowe, Swanbourne House and Winchester House Independent Schools, situated on sites in Buckinghamshire and Northamptonshire. Between the three schools, The Stowe Group can offer education for boys and girls from 3-18 years. Within The Group there are more than 1,400 pupils and 600 members of staff. The Schools occupy sites of historical significance in Swanbourne, in the market town of Brackley and in the beautiful landscape gardens at Stowe, where we work with The National Trust to manage the landscape gardens and open the grounds to over 200,000 visitors a year. Stowe House is open to the public during the School holidays and for guided tours during term time. The Stowe Group is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. In 2021, The Stowe Group launched its transformational and substantive Change Makers vision.

Vision & Ethos

We are Change Makers

Our goal is to inspire pupils and staff to be Change Makers who will shape positive futures for themselves, their families and the global community. Our World-class facilities support our educational aims and are shared with the wider community. We strive for excellence and celebrate achievement, valuing education as a journey and not a destination in the belief that all pupils can exceed their potential. Learning is learnable and everyone can improve. Our aim is to encourage personal development by creating a flourishing, vibrant, cohesive, caring and socially inclusive community which embraces pluralism, diversity and intercultural understanding. We celebrate differences by giving everyone a voice and then listening to multiple viewpoints. It is our collective

responsibility to develop the cognitive, physical, emotional and spiritual well-being of everyone in our community. We are committed to the development of character with particular emphasis on tolerance, resilience, honesty, humility, courage, compassion, gratitude and service. We strive to attract and retain employees of the highest calibre. The Group's talented and committed workforce is one of our greatest strengths. We are committed to fostering team engagement, attracting, mentoring, developing and retaining our best teachers and support staff. We focus on employee well-being, provide opportunities for professional growth and create a culture of community and partnership. Environmental stewardship and sustainability are cornerstones of The Stowe Group. Pupils and staff have a heightened awareness of their social and environmental responsibility in preserving our unique eco-system. We have developed and implemented a comprehensive Environmental Stewardship Programme which confronts a variety of challenges, including climate change and environmental sustainability

Key Responsibilities and Accountabilities:

- Provide first line support to staff, pupils and the wider community.

- Assist with maintenance of ICT equipment and rooms.

- To configure, install and support desktop or mobile devices.

- To install and maintain printers and other peripherals.

- To check the School's ICT Support e-mail and respond to requests in a timely manner.

- To install and configure software including mobile and remote software tools under direction of the IT manager

- To help in the support of the school wireless and communication systems.

- To install and maintain audio-visual equipment used in classrooms.

- To set up audio-visual equipment for presentations.

- Assist in keeping the ICT software/hardware inventories up to date.

- To provide support to IT manager with information to order and manage stock of equipment, leads etc.

- To assist with the planning and execution of the configuration of devices for various school wide events.

- Commission, maintain, test and, if possible, repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health & safety legislation.

- To ensure adherence to statutory Data Protection Legislation at all times.

- To support and deliver one to one or group training to individuals, for e.g. Data protection, Multi-factor authentication etc.

Hours of Work:

Monday – Friday 37.5 hours per week (52 weeks) - 9.00am to 5.00pm, however a degree of flexibility is required according to the needs of the School.

Person Specification

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form:

Attributes	Essential	Desirable
Qualifications	• Level 3 qualification related to technical	• Comp TIA A+, Cisco IT Essentials • Relevant Microsoft Certifications
Specialist Skills & Experience	• Experience providing hands on support for PC's and all peripherals including printers and projectors • Experience of working in an Secondary educational environment • Coordinating and organising support requests	• Experience of working in an educational setting • Experience of administering systems in a secure environment • Experience of supporting mobile technologies

	• A strong background in working with Microsoft environments including Office packages and office 365 • Experience maintaining Audio Visual Equipment	
Personal Qualities	• Flexible and energetic • Pleasant, helpful personality • Initiative and common sense • Ability to deal confidently with queries • Readiness to take responsibility for the resolution of problems	

This job description reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Date agreed: June 2022