



Queen Mary's SCHOOL

IT SUPPORT TECHNICIAN JOB DESCRIPTION AND FURTHER INFORMATION FOR CANDIDATES

Job Title:

IT SUPPORT TECHNICIAN

Reporting to:

Head of Computing and IT

Job Purpose

As an IT Support Technician within Queen Mary's School, your time will be split between day-to-day IT Support and Project-based work. You will be responsible for the daily upkeep, configuration, and improvement of existing IT systems and services. Working on support calls and finding and documenting resolutions. Project work will include fact-finding, planning, documenting and implementing designs. This may include working as part of a team, or on an individual basis.

THE SCHOOL

Queen Mary's School is a Christian community that values, nurtures and respects every individual. A place where all are challenged to do their best, serve others, show compassion and act with integrity.

Queen Mary's School...

- Strives for excellence in every endeavour
- Loves life and enjoys learning
- Nurtures spirituality and personal growth
- Respects individuality and embraces diversity
- Enhances character and builds resilience
- Creates independent young people
- Makes strong and lasting friendships

Queen Mary's School is an all girls' independent boarding and day school situated in beautiful countryside, between Ripon and Thirsk. Junction 49 of the A1 is about 2 miles away. Founded in 1925, the school was originally situated at Duncombe Park, but moved to its present site in 1985. Baldersby Park, the school's current home, is a Grade 1 listed building surrounded by 40 acres of landscaped grounds, sports fields and paddocks.

There is a co-ed nursery and pre-prep department and the main school is for girls only and spans the age range 7 to 16. Whilst a few girls are prepared for Common Entrance at 11, 12 and 13+, most girls stay on and do GCSEs, before moving to new schools and colleges for the sixth form.

The School has a strong boarding tradition; however, the School is also attracting an increasing number of day girls and those who board one or two nights each week. Many of the girls who travel to school daily use the school minibus service.

Queen Mary's has a unique family atmosphere with friendliness and concern for others being an important part of the School's ethos. It is one of a group of 23 schools belonging to the Woodard Corporation, an Anglican foundation that promotes Christian education and high academic and pastoral standards within all its schools. All members of staff are expected to be in sympathy with the aims and ethos of the School.

More information about Queen Mary's can be obtained from the website www.queenmarys.org.

THE ROLE

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Project work will include fact-finding, planning, documenting and implementing designs. This may include working as part of a team, or on an individual basis.

OVERVIEW OF RESPONSIBILITIES

The following is provided as an overview of the main responsibilities, but is not an exhaustive list of tasks.

- Take ownership of service desk tickets and work proactively to find a resolution
- Handling calls at 1st line support
- Administer and maintain corporate infrastructure, including Active Directory, GSuite, Office365
- Managing LAN\WAN technologies (mainly Cisco)
- Monitor and troubleshoot networking issues
- Administer backup and disaster recovery systems and processes
- Liaise with third parties and suppliers
- Keep operational documentation up-to-date

- Producing technical documentation for both projects and problem resolutions
- Out of hours support occasionally

PERSON SPECIFICATION

Attributes	Essential Criteria	Desirable Criteria
Knowledge	Excellent knowledge of Microsoft Windows 10 and MS Server 2016 or above	Exposure to Microsoft Azure
	Good knowledge of Chromebooks and Apple products on MDM solution	Understanding of VOIP
	Good administration knowledge of cloud-based services such as G Suite or O365	Experience of working on IT Infrastructure projects
	Good knowledge of Active Directory	
	Good knowledge/experience of troubleshooting networking protocols and technologies such as TCP/IP, DNS, DHCP, routing and vLANs	
	Good knowledge of MDM technologies	
Skills and abilities	Work proactively as an individual and within a team	Project management experience
	Take on the responsibility of assigned tasks and helping others when needed	Committed to improving technical knowledge, including keeping up with industry trends, new technologies and best practices
	Able to follow processes and procedures	
Experience	Minimum of three years recent experience within an IT support team either in-house or MSP at 1st or 2nd Line	
Qualifications	Professional Qualifications (Microsoft, Google and Network management related - CCNA or similar)	Certificate of Higher Education
Personal circumstances	Preparedness to undergo appropriate training as requested	Current driving licence
	Excellent organisation, time management and problem-solving skills with the ability to work to meet tight deadlines	
	Strong communication skills	

	A willingness to engage with and articulate the School's Christian values, ethos and heritage	
	Clear sympathy with the advantages of single-sex education	
	Awareness of the importance of Child Protection and Safeguarding of young people	
	Willing to play an active part in the life of the School community	
	Willing to work out of hours as and when school functions occur	

TERMS AND CONDITIONS OF EMPLOYMENT:

The following particulars do not form any part of an offer of employment. Terms and conditions, which will incorporate the Staff Handbook and contract of employment, will be documented in due course to the successful candidate.

The salary for this role will be £19,000 - £21,000 depending on the successful candidate's skills and experience, paid in monthly instalments in arrears at the end of each month and inclusive of holiday pay; no over-time is paid.

This role is for six months initially under a fixed-term contract with the potential for a permanent position as the role evolves.

The successful candidate will be expected to work standard office hours (40 hours per week including 1 hour paid lunch break), throughout the year. Some flexibility may be required to allow for attendance at special events outside those hours at evenings and weekends.

Meals will be provided free of charge during term time hours of work.

The School operates an employer stakeholder contributory pension scheme.

The appointee shall be able to take 28 days statutory holiday in any one academic year in addition to Bank Holidays when the school is not in session. These should be taken out of normal term time and agreed in advance with the Head of Computing and IT. They cannot be carried forward to subsequent years except in exceptional circumstances and only then with the Head's approval.

The appointee will be expected to participate in an annual appraisal.

The appointee is required to give the School one month's notice of his/her intention to leave this post.

All employees of Queen Mary's are responsible for promoting and safeguarding the welfare of children and young persons and must adhere to and ensure compliance with the School's Safeguarding Policy. If in the course of carrying out the duties of this post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, this must be reported to the School's Designated Safeguarding Lead.

Queen Mary's is committed to safeguarding and promoting the welfare of children and young persons and candidates must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.