

St Helen's School

IT TECHNICIAN

An excellent opportunity has arisen for an IT Technician to join our busy IT Department at this leading independent girls' day school.

The role will suit a second line support experienced IT technician, with relevant IT professional qualifications and strong interpersonal skills, as the role is very support centric.

Thank you for showing an interest in this post. We hope that the following information about St Helen's and description of the School and job description will help you to decide that this is an application which you wish to pursue.



WELCOME TO ST HELEN'S

St Helen's is a large, thriving all-through school and many of the girls who leave us at the end of Year 13 have been with us since Nursery or Reception. We are ambitious for every single girl: that she achieves her potential; that she leaves us to embark upon an exciting and fulfilling future, able to deal with whatever life throws at her with a calm, inner resolve and a sense of fun; that she is ready to go out into the world and make a difference. St Helen's has a long tradition of academic excellence which encourages girls to pursue intellectual curiosity beyond the curriculum. Our GCSE results put us very securely into the top 50 independent schools in the country each year. Sixth Formers go on to established, high-ranking universities including Oxford and Cambridge, with more than a third studying STEM subjects. However, we give our girls much more than just academic success; our co-curricular programme is rich and varied, and our pastoral care ensures that every girl is valued and cared for.

Within easy reach of central London, our school is set in 21 acres of lovely grounds and, just as we are proud of our students' academic achievements and their personal development, we are also proud of our facilities and buildings. We have invested over £20 million in a building programme over the last five years and have plans to do more.

St Helen's has a warm and lively atmosphere that makes it a really exciting place to work. Our staff and our girls look out for each other and encourage each other to be the best possible version of themselves. As such, you will play a vital role in supporting the school in the next stage of its journey and I look forward to receiving your application.

Alice Lucas, Headmistress



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THE SCHOOL

St Helen's is an academically selective independent girls' day school of more than 1100 students aged 3-18, set in beautiful green space in Northwood, Middlesex.

It draws pupils from a wide area of north-west London, Buckinghamshire and Hertfordshire with easy access by Underground from central London.

We aim to ensure that every pupil:

- is excited by learning and the opportunity to excel
- is intellectually curious and thinks independently
- is confident and able to lead as well as be a team member
- has integrity, celebrates diversity and respects others
- uses her talents, energy and enthusiasm for the benefit of the community
- has skills which enable her to become a leader of her community and profession

Our students achieve high academic standards, and we encourage them to develop lifelong skills in a diverse range of areas, both within and outside the curriculum, and to pursue their individual ambitions. The School is proud of its tradition of providing a balanced and forward-looking education through which its pupils can become confident, independent learners and leaders in their fields, their professions and their communities. Attention to the individual child is at the heart of everything we do and shapes the pastoral care, teaching and learning and the co-curricular opportunities on offer at St Helen's.

THE POST

Serving around 1,500 users across a large site the IT department supports a highly developed network servicing almost 1200 computers, laptops, smartboards, and printers. The IT team consists of 8 people led by the Director of IT.

The role's primary responsibility will be to provide first & second line of IT support to the school's users over phone, tickets and in person, and assist in the installation, configuration, and support of all software and hardware systems used by the school. The role is hands-on and diverse, and it often involves project work to introduce new features and new technology platforms. The role will play a key client facing role in the department.

The IT team works very closely together, from one office, which allows sharing of knowledge and continuous development and training on technologies. Within the school, the IT department works closely with academic and support staff departments, with strategic direction provided by the Director of IT.

The school has several presentation and meeting spaces with varying provisions of AV equipment to enable the school to host professional quality shows and performances.

The school utilises the Office 365 platform. Most of our data is stored in the Cloud. There are some servers on the school site. Every teacher is equipped with Microsoft Surface touchscreen Windows 10 laptop to use in the classroom, and it can be connected to an Interactive smart board or screen. The school has some dedicated computer suites as well as a Music Classroom with Apple Macs. Every student is issued a dedicated device (1:1 Device Program), majority of which are Microsoft Surface laptops/tablets, and the wireless network has a good coverage to allow these to be used around the school site. The network also supports various other connected devices such as multifunction printers, 3D printers, laser cutter, CCTV cameras, VOIP phones, digital signage screens and door access systems. There are many different software packages used throughout the school. Most of the software is centrally deployed to devices via Intune.

Reporting

The IT Technicians report to the Head of IT Systems.

Tasks & Responsibilities

- Provide first line through to 2nd line support to Staff and Students raised by phone, email or through the ticketing system.



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- Log and maintain Walk-in support requests and keep users informed of progress.
- Assess IT problems and if necessary, escalate as appropriate.
- Diagnose and resolve network, software and hardware faults and perform basic maintenance repairs and upgrades.
- Day to day support and maintenance of the school network and computer equipment.
- Install, configure, and support networked PCs, laptops and peripheral devices including printers.
- Assist in the configuration, installation and testing of end user hardware and software solutions.
- Ensuring the asset database and all relevant IT documentation is kept up to date.
- Carry out routine maintenance of the school's IT systems. Test equipment routinely to ensure it is working correctly.
- Assist the rest of the IT Team with project work.
- Suggest improvements to the school's IT Systems.
- Provide technical support for external guest speakers when required.
- Ensuring equipment is kept safe and secured when not in use.
- Support users in meeting the requirements of IT related policies and procedures
- Work alongside the AV technician when required for large school productions and help run technical rehearsals for all productions and events within the school and at external venues as appropriate.
- Set up for events that require electronic presentations.
- Set up the lighting, sound and projector for school assemblies and be on hand for the duration to offer support when required.
- To follow individual responsibilities as defined in the School's Health & Safety Policy.
- To promote and safeguard the welfare of children and young people, adhere to, and ensure compliance with the school's child protection policy.
- Undertake any other appropriate task to provide an effective and efficient IT technical support function to the school.

General

- Promote and safeguard the welfare of children and young people, by adhering to and ensuring compliance with the School's Child Protection and Safeguarding Policy.
- Implement responsibilities as set out in the School's Health & Safety Policy.
- Assuming other duties which may be reasonably required or delegated by the Business Director or Director of IT Systems

THE PERSON

The successful candidate will have the following qualifications, experience and personal attributes

Qualifications

- GCSE English and Math's A-C or equivalent
- IT Technical Qualifications

Experience & Knowledge

- At least 2 years' experience of supporting IT systems on a similar technical & operational background
- Experience of supporting an Office 365 Environment
- Experience in support and maintenance of Windows 10 OS
- Experience of working with Audio Visual Equipment.
- Experience and understanding of Incident Requests via an IT Service desk system, and handling of tickets

Ability/Skills

- Excellent interpersonal written and oral communication skills
- Excellent trouble shooting skills and a tenacious, proactive approach to problem solving
- Ability to follow instructions and work autonomously (but able to ask for help when needed)
- Ability to take the initiative where necessary
- Flexibility and the willingness to learn new skills
- Excellent attention to detail
- Have an attitude of 'nothing is too much trouble' and able to show respect to others



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Personal Attributes

- Displays a passion for technical IT
- Proactive with their own professional development and motivated to complete independent study/online courses
- Able to meet deadlines and adjust to changing priorities
- Able to create a good rapport with colleagues and IT users

It is desirable that the successful candidate has following qualifications, experience and personal attributes:

- BSc with technical major e.g., engineering or computer science
- ITIL v3 or v4
- Experience of running Assemblies and/or Webinars
- Experience in support and maintenance of Windows Server, including AD, GPO,
- DNS, DHCP
- Good understanding of networks
- Experience with managed antivirus systems
- Experience in supporting Wi-Fi Equipment.
- Commitment to the use of IT in teaching and learning.
- the ability to maintain composure and sense of humour
- able to work effectively in a team

HOURS

On a rota basis one week 8:00 – 16:30 and one week 8:30 – 17:00 with flexibility to meet the needs of the school and work up to 3 Saturdays per year to support School events

PAY

Range £26,000 - £35,000 dependent on qualifications and experience

BENEFITS

- Membership of a workplace pension scheme with up to 10% employer contributions
- 50% fee remission for eligible staff children

- Access to the School's swimming pool and fitness suite
- On-site parking and excellent public transport links
- Free lunch and refreshments
- Generous occupational sick pay
- A commitment to professional development
- A beautiful working environment – the School is set in a conservation site in excess of 20 acres.

APPLICATION DEADLINE

Closing date: 8.00am Tuesday 7th December

THE SELECTION PROCESS

Shortlisted candidates will be invited to the school where they will be interviewed and technically assessed by the IT Management Team. They will also tour the School and meet the IT Team.

The post is subject to various recruitment checks which will include:

- Enhanced DBS clearance
- A minimum of two references obtained prior to the selection day
- Proof of right to work in the UK
- If you have any queries about this position, please contact the School at recruitment@sthelens.london



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