



ROSE HILL SCHOOL
ROYAL TUNBRIDGE WELLS

IT TECHNICIAN

JOB DESCRIPTION

School's Mission Statement

A Rose Hill School child's learning experience is one of aspiration, adventure, and achievement in a nurturing, caring school.

Aims:

Working with integrity your child will:

- Be inspired to develop confidence to thrive in all areas of our rich curriculum.
- Foster the skills and talents which enable them to organise their learning and plan to achieve success.
- Demonstrate persistence to flourish in the face of challenge.
- Show resilience and learn from difficult situations.
- Get along with others, work collaboratively and accept everyone.

PURPOSE OF THE JOB

The IT Technician will provide first and second line technical support to all users and resolve technical issues. Support, maintain, and manage ever-evolving IT services and technology. Provide technical support for user devices, printers and servers. Ensure all IT services are properly maintained, updated, and secure, under the direction of the IT Manager.

TITLE OF POST	IT TECHNICIAN
Salary	Salary is between £19,100 and £21,000 depending on experience and qualifications
Line Management	The IT Manager is the line manager for this role. The post-holder is responsible to the Head.
Key Tasks	The job description does not form part of the contract of employment and may be varied in accordance with the demands of the role.
Main duties and responsibilities	
	<ul style="list-style-type: none">• To be an effective and enthusiastic member of the existing IT Team giving support to Team Members, Staff and Students.• Provide effective first and second line support to end users within the School.• Assess and record incoming support requests and prioritise work according to timescales and processes.• Proactively monitor the School IT systems and take the necessary action where required.• Assist in the management of user accounts.• Assist with the maintenance and deployment of hardware devices.• Installation of software and troubleshooting as required.• Provide training and guidance to end users where required.• Take direction from the IT Manager in order to facilitate both excellent service delivery, technical solutions, and infrastructure maintenance.

	<ul style="list-style-type: none"> • Promote safe and responsible use of the internet including social media, and report any instances of inappropriate usage to the IT Manager or DSL. • Engage in training or learning opportunities to further develop skills and knowledge in key areas. • Assist in the auditing of IT equipment and carry out appropriate inventory checking as required keeping the asset register up to date. • Assist with the usage and maintenance of our Theatre sound and lighting equipment. • Assist with the uploading of content to the school website and other cloud-based solutions. • Undertake other duties as requested by the IT Manager in accordance with the changing needs of the organisation.
Health & Safety	<ul style="list-style-type: none"> • The school has a comprehensive policy statement on health & safety. • Ensure the highest standards of work are achieved in an efficient and timely manner.
Other	<ul style="list-style-type: none"> • To be committed to inclusive education. • To contribute to the provision of an efficient and effective learning environment. • To maintain confidentiality at all times. • To be aware of and adhere to all School policies and procedures. • Undertake any other work as reasonably requested by the Head • All Rose Hill School staff have a part to play in supporting the school's ethos, understanding pupil safeguarding requirements and promoting the best possible image to parents and prospective parents. • Staff are encouraged to submit ideas for whole school development each year.
PERSONAL SPECIFICATION	<p>Essential competencies:</p> <ul style="list-style-type: none"> • Vocational or technical qualification(s) relevant to the post • Prior experience in a similar IT based role • Good computer hardware technical knowledge • Good understanding of computer networks • Proficient using Microsoft Office Applications • An understanding of Cyber Security good practices • Some experience of managing and troubleshooting issues relating to the following: <ul style="list-style-type: none"> • Windows Desktop and Server Operating systems • Active Directory and Group Policy • Microsoft 365 • Wireless and wired networks • Network Printers & Print Management Software • Excellent communication, troubleshooting skills and customer service approach to all end users • Ability to communicate effectively with stakeholders at all levels • Ability to work as a member of a team and use their own initiative to diagnose and resolve technical issues • Ability to work in a very busy educational environment and adapt to new situations • Can do attitude, a team player and eager to learn • Is self-motivated, consistent, organised, and has excellent interpersonal skills. • Ability to behave professionally and confidentially with regards to School matters

	<p>Desirable competencies:</p> <ul style="list-style-type: none"> • Suitable IT certification such as CompTIA A+ or similar • Experience of managing and troubleshooting issues relating to the following: <ul style="list-style-type: none"> • Mobile Device Management systems and iOS devices • School Management Information Systems (e.g. Engage) • Firewall configuration & Web filtering • Virtualisation (Hyper-V) • Experience of working in the education sector • Understanding of Data Protection legislation including GDPR
<p>OUTLINE TERMS AND CONDITIONS</p>	<p>The post is a full time, all year round position. The hours of work are Monday to Friday 8.30am – 5.00pm, with occasional out of hours events (usually up to 4 days per annum).</p> <p>The post-holder is entitled to 30 days holiday a year, plus statutory bank holidays.</p> <p>The school operates a pension scheme which all non-teaching members of staff are eligible to join, both the school and member of staff contribute.</p> <p>Generous school fee concessions are available to those staff children who are educated at the school, up to the normal Prep School leaving age.</p> <p>A free lunch is provided during term time for all staff whose working hours encompass the time of the school lunch.</p>

Safeguarding

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons, for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with the School's Safeguarding & Child Protection Policy Statement at all times. If in the course of carrying out their duties, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to one of the School's Designated Safeguarding Leads or to the Head.

Rose Hill School is fully committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Any offer of employment will be subject to the receipt of satisfactory enhanced DBS (Disclosure and Barring Service) and other checks, references, medical clearance and proof of legal right to work in the UK.

This job description is not intended to be all embracing and the post holder shall be required to carry out other duties as necessary and required, commensurate with training and experience. Rose Hill School reserves the right to amend this Job Description from time to time according to business needs. Any changes will be confirmed in writing.

Closing date for applications – 12 August 2022

Interviews will be held week commencing – 22 August 2022

Start date for post – As soon as possible after mandatory checks are complete