



CANDIDATE INFORMATION PACK

IT SUPPORT TECHNICIAN

WELCOME

I am delighted that you are considering this opportunity at North London Collegiate School.

North London Collegiate School (NLCS) was founded in 1850 by Frances Buss, an early pioneer of girls' education. One of the country's leading academic day schools, NLCS is a forward-thinking, inclusive and vibrant community.

The School provides an ambitious academic education and achieves some of the best results in the country. The focus in the classroom is on fostering a deep love of learning and our teachers are passionate subject experts. The School has a strong intellectual tradition but it is also defined by an ongoing commitment to innovation. The school's new innovation hub will be a centre for creative thinking and pioneering curriculum development.

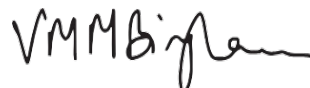
Pupils benefit from an exceptional range of activities beyond the classroom through our co-curricular and academic enrichment programmes. We welcome over 250 visiting speakers per year, we offer 18 different sports, host over 40 concerts and several ambitious dramatic productions each year, publish multiple student-led magazines, and offer activities as varied as Model United Nations, Chess, VEX Robotics and Magic Club.

Our pastoral care is focused on developing happy, independent and resilient young women. Our pupils are free to be themselves at School but ready to embrace the opportunities of the world beyond NLCS. Our community is welcoming and inclusive and celebrates its rich diversity.

At NLCS, we deeply value our staff and are committed to their well-being and professional growth. We understand that a supportive and nurturing environment is crucial for everyone, not just our students. Our comprehensive staff development programme and strong support network ensure that our staff thrive both professionally and personally.

We are looking for a new IT Support Technician to support the smooth operation of all IT systems across the school by providing technical assistance to staff and pupils, maintaining equipment, and supporting infrastructure under the supervision of the IT Manager. This is a hands-on, customer-facing role suitable for a proactive and reliable individual with strong technical and interpersonal skills.

If you would like to join this dynamic and friendly community of pupils and staff, I would be delighted to receive your application.



VICKY BINGHAM
HEADMISTRESS





THE SCHOOL



North London Collegiate School has an international reputation for academic excellence, combined with exceptional pastoral care and extra-curricular achievement. NLCS is an academically selective girls' school. There are 790 students in the Senior School, 233 of them in the Sixth Form, and approximately 310 in the Junior School. The School takes pride in the religious and social diversity of its intake.

The School's aims are to provide an ambitious education for all its pupils and to enable each girl to make the most of her own gifts. The highest priority is to maintain an exceptional team of staff, both academic and professional, who are dedicated to each pupil's development and share our passion for excellence. All pupils are expected to learn to recognise academic excellence and realise that it is attainable.

Alongside these aims for the classroom, staff strive to make school a place where the whole personality can grow. Good relations between staff and pupils, and between girls themselves, are fostered. At NLCS, education is much more than passing examinations and the girls are encouraged to try themselves out in a variety of ways. Staff strive to maintain a community which is tolerant and teaches service to others.

Set in over 30 acres of parkland, the School has extensive facilities. These include a new Wellbeing Centre which underlines the School's commitment to ensuring that NLCS continues to provide as rounded and supportive a pastoral offering as is possible.

In 2024, 70% of GCSEs were a grade 9, and a notable 89% of grades were 9/8. At A-Level our students achieved an impressive 46% A* grades, 84% A* - A and 96% A* - B. In addition to A-Levels, we offer the International Baccalaureate in the Sixth Form and we have an outstanding record of success. Our students gained an average point score of 41 in 2024, placing us again among the best IB schools in the world.

Places are heavily oversubscribed, and entry is extremely competitive.

Our leavers receive offers from an impressive range of university destinations including Oxford, Cambridge, Harvard, Yale and Princeton, as well as other leading universities such as Warwick, Edinburgh, UCL and Imperial. We are extremely proud of our alumnae (Old North Londoners), who have achieved international prominence in a wide variety of career pathways from music, drama and the arts through to science, sports, politics and law.

We have an extensive schedule of extra-curricular activities including a weekly speakers' programme for all students in Years 11, 12 and 13. NLCS students regularly reach the finals of national and international competitions, such as F1 in Schools, chess, Young Enterprise, coding and debating.

There is also a remarkable commitment to outreach and charity work, reflecting the rich and harmonious diversity of the School.

To find out more about the school, click [HERE](#).



IT SUPPORT TECHNICIAN

THE ROLE

The role of the IT Support Technician is to provide technical support to school stakeholders and end-users. This will involve working closely with your colleagues in the IT Services team and managing your service-desk issues timely and professionally to resolution. The role will also include setting up audio visual devices for school wide events and assemblies. You will also be an 'ambassador' for the IT Services team, promoting the effective and creative use of technology across the curriculum and administration of the School.

LINE MANAGER:

IT Manager / Director of IT

CONTRACT:

Permanent, working all year round

HOURS OF WORK:

37.5 hours per week

Working 8.00am – 4.30pm with one hour break.

ACTUAL SALARY:

£25,831 - £28,511 depending on skills and experience.

MAIN RESPONSIBILITIES

Desktop, Application, and Network Support

- Working in line with the IT Services Service Level Agreement (SLA), and associated policies and procedures to provide first and second line support to school stakeholders and end users including the SLT, Staff, Teachers, and support staff
- General IT support including availability and maintenance for computer hardware such as PCs, Laptops, Macs, Mobile devices, Printers, Photocopiers, Screens, Projectors and other IT and Audio Visual (AV) equipment
- Working on the IT Helpdesk for day-to-day operations to ensure continuous monitoring and responding to issues raised, and escalating when required
- Working with all IT Services staff to ensure an acceptable service, in line with the SLA, is provided to end users at all times
- Work to resolve incidents and troubleshoot issues reported by end users
- Carrying out daily checks of all rooms and IT equipment, dealing with or reporting these as appropriate to ensure issues are reported and resolved efficiently
- Support for teaching and learning across the school via the use of interactive learning tech
- Supporting the management, configuration, and deployment of the school's mobile devices
- Setting up and installing new hardware, including PCs, Laptops, Mobile devices, Printers, and any other associated IT hardware. Decommissioning of old IT hardware
- Notifying their line manager when additional resource or stock is required
- Imaging and re-imaging new and old computers using the school's image
- Deploying new devices in conjunction with Microsoft Intune
- Assist with user account management in Active Directory, Microsoft 365
- Carrying out basic network cabling and connecting computers either wired or wireless
- Troubleshooting issues for departmental photocopiers and printers. Reporting faults on photocopiers, printers and other hardware to the relevant maintenance contractor
- Troubleshooting and replacing computer peripherals (mice, keyboards, etc) when required
- Setup, basic maintenance, and support of AV presentation equipment, including projectors and bulbs & interactive touchscreens
- Asset tagging of new IT equipment and adding them to the school's asset database. Responsible for ensuring the asset register is accurate, up to date and always complete
- Deal with stakeholders on the phone and in person, log issues raised by staff
- Accepting requests for laptop bookings, scheduling these and assisting in setting up sessions
- Managing digital signage screens including turning on and off at the required times
- Ensuring security including patch management, anti-virus and software updates on all devices
- Ensuring users have access to appropriate information and software
- Ensuring all software and licences are up-to-date
- Ensuring efficient running and maintenance of all network services including desktops, printers, and telephones

The postholder will also be required to undertake any other duties as reasonably required by the Head and Line Managers



THE PERSON

The successful candidate will demonstrate strong team building, communication skills, warmth and empathy. They will have a high level of organisational and interpersonal skills, be committed to maintaining the nurturing and supportive ethos of the school, and be an enthusiastic, caring and positive role model within the School community.

GENERAL SKILLS REQUIRED

Excellent interpersonal skills, with the ability to relate well to people on all levels, and to show ambition for the School and its direction

Ability to work effectively as a member of a team, to show initiative and imagination and to have vision and the ability to inspire others

First class organisational and administrative skills with the ability to remain calm under pressure and to work to tight deadlines, managing competing priorities

Excellent written and spoken English

PERSON SPECIFICATION

It is highly desirable that applicants have the following attributes

EDUCATION & QUALIFICATIONS

Well educated – to at least ‘O’ Level standard or equivalent with GCSE/O Level English & Maths grade C or above

Knowledge and experience of:

- Microsoft Windows & Apple IOS in a networked environment, including desktop and mobile systems, software, and services
- A wide range of mobile technology devices and services, including the implementation, integration and support of such modern technology
- Current best practice, products, statutory, and regulatory requirements
- Maintaining services to users, such as networked printing and photocopying services and user services such as wireless and web access, data storage and retrieval, email services and various software
- General and specific IT health and safety issues relating to work, both for self and all potential users

Awareness:

- Ability to effectively and efficiently organise time and resources to complete work accurately, thoroughly, and on time, detailing deliverables and tasks accordingly

Teamwork / communication:

- An ability to communicate efficiently and confidently to staff, teachers, and students
- An ability to explain technical issues in an accessible manner to non-technical school members

Problem solving:

- An ability to analyse issues, make informed judgments and spot trends

Personal Motivation:

- Ability and motivation to keep abreast of and learn new technologies quickly
- A positive and helpful attitude towards work and colleagues

Flexibility:

- An ability to adapt successfully to changing circumstances, identify fresh approaches, and question traditional approaches and assumptions
- Be prepared to work unusual hours on occasions in cases of operational necessity

Desirable Specialist Knowledge:

- Understanding of Service desk ticket management systems, their use and significance
- Knowledge of IT Service best practices and standards such as ITIL
- Knowledge of Virtualisation technologies, storage and compute resources
- Knowledge of Microsoft network services, such as Active Directory (AD), DNS, DHCP, and wireless technologies
- Knowledge of Cloud technologies, Office 365, Intune, Azure, Apple School Manager

EQUALITY, DIVERSITY & INCLUSIVITY



North London Collegiate School condemns unequivocally discrimination and inequality in all its forms.

Our School was founded on the principles of respect and compassion, service to others, and active, positive participation in society and the wider world. We cannot change the past, but we must learn from it. It is not sufficient to say that we are not racist – we must be actively anti-racist in our actions, policies and educational delivery. As a school, we are proud of our heritage of supporting, embracing and celebrating all the members of our community, as exemplified in our School Aims.

We recognise and celebrate the benefits of having a diverse school community, in which individuals value themselves, one another, and the different contributions that everyone can make to the school, our wider community and the world.

Our students are taught to value and respect themselves and others as they work hard to prepare to take leading roles in our future society.

In the provision of equal opportunities, the School recognises and accepts its responsibilities under the law and opposes discrimination based on the protected characteristics under the Equality Act 2010. We oppose all bullying and unlawful discrimination on the basis that a person

has a special educational need or learning difficulty, or because English is an additional language. We are committed to being an equal opportunities education provider, and to equality of opportunity for all members of our school community.

North London Collegiate School aims to ensure that all policies and practices conform with the principle of equal opportunities and comply with the public sector equality duty set out in section 149 of the Equality Act 2010.

We will tackle inappropriate attitudes and practices through our staff leading by example, through the Personal, Social and Health Education (PSHE) programme, through our supportive school culture and through our school's policies. Our teaching will reflect the diverse nature of our modern world and we will seek through our extracurricular activities, partnerships and School societies to challenge inequality and inequity, promulgate fairness and equality for all and to celebrate the differences that make us all unique and valuable members of society.

We believe that our School community is an agent for change in the world, and we continue to seek to ensure that more generations of young people leave North London Collegiate School empowered and enabled to take the next steps forward in their education and lives for their own benefit and for the good of society as a whole.

TERMS, CONDITIONS & BENEFITS

KEY DATES

Closing date for applications:

Friday 16th May 2025 at 7.00am

Interview Date:

Wednesday 21st May 2025

Start Date:

As soon as possible

LOCATION

NLCS is a short walk from Canons Park or Stanmore stations.

Staff arriving at Edgware Station on the Northern Line can use our free Station Shuttle-bus service.

For further information please visit our Travelling to School page [HERE](#).

SALARY

Highly competitive salary, paid according to experience and qualifications.

ANNUAL LEAVE

A generous annual leave allowance of 33 days for full time staff (3 days to be taken at Christmas).

PENSION

Staff are eligible to join the Support Staff Pension Scheme.

MEALS

A free lunch is available for all staff during term time. Thomas Franks, our dedicated caterer, accommodates all dietary requirements.

FLEXIBILITY

Where the job allows, full time staff can apply to work from home for up to 2 days per week. We also offer condensed working during the school holidays.

EYE CARE SCHEME

NLCS contributes towards eye care costs.

CYCLE TO WORK SCHEME

The School is a member of the Cycle to Work Scheme, which allows staff to make Tax and National Insurance savings when purchasing a bicycle.

CANONS SPORTS CENTRE

Canons Sports Centre is located in the beautifully landscaped grounds of NLCS.

Staff have free access to the Sports Facilities at designated times. This includes the Fitness Studios, Swimming Pool and Multi-Purpose Sports Hall.

PERFORMING ARTS CENTRE

Our Performing Arts Centre which has a 350-seat theatre holds up to 40 productions and concerts each year.

Tickets are available to staff with the majority of performances being free or at a discounted price.

FEE REMISSION

Staff are eligible for 60% fee remission for up to two daughters that meet the entrance criteria. The remission is pro-rated for part time staff.

HEALTH CARE SCHEME

Staff are eligible to be part of a discounted health insurance scheme.

SAFEGUARDING

NLCS is committed to safeguarding and promoting the welfare of young people and expects all members of all staff to share this commitment.

Applicants must declare any criminal convictions as the post is exempt under the Rehabilitation of Offenders Act 1974.

Appointments will be conditional upon the receipt of a satisfactory response to a check of police records via the Disclosure and Barring Service and references from previous employers.

We are an Equal Opportunities employer.



