



Stormont School

JOB DESCRIPTION

Job Title:	Head of Digital Support
Hours:	40 hours per week between the hours of 8:30am - 5:00pm (with 30 mins unpaid for lunch) and 9:00am - 4:00pm (with 30 mins unpaid for lunch) during school holidays although flexibility in working arrangements outside of core working hours may be required to meet deadlines or resolve unexpected problems.
Salary:	Competitive subject to skills and experience
Benefits:	Lunch (during term time). Contributory pension scheme. Continuous Professional Development (CPD) opportunities paid by the School. Thirty days holiday per year plus public holidays which will normally be taken during school holidays.
Responsible to:	Bursar
Overview:	The Head of Digital Support will be responsible for the provision of 1 st line support and the development and effective running of all school IT systems, including hardware systems, software applications, maintaining and managing the infrastructure and supporting its growth in line with the school development plan, and providing a high level of IT support and training for teaching staff and other members of the school community.

Role will include but not be limited to the following duties:

Responsibilities

General

- Promoting and safeguarding the welfare of children and young persons for whom you are responsible and come into contact with.
- Act as the first point of contact for IT queries for staff [and pupils].
- Provide high quality support of cyclical school processes such as administration, admissions, assessment and reporting.
- Support hosted content development and administration.
- To work on new projects in support of the school development plans and digital strategy.
- In liaison with the Deputy Head, provide classroom support for teachers and pupils when requested and / or where timetabled, including all IT lessons.
- Liaise with external support agencies and suppliers to resolve faults speedily and to assist in the repair of equipment under warranty or maintenance contract.

- Creating, reviewing and maintaining documentation and training materials.
- Work with managers to ensure data security and compliance of developed systems.
- Resolving and troubleshooting technical and other IT problems which might arise on our network, equipment, operating systems, software and other related peripherals (including Audio Visual Equipment, Telecoms, Wireless and Printers), making repairs or arranging for repair work to be carried out as necessary.

Network

- Support and maintain all aspects of the School's computer network.
- To provide technical support and training to teaching and support staff.
- Keep abreast of the latest developments in technology.
- Ensure backups and disaster recovery systems are implemented effectively by ensuring the smooth running of the standalone server.
- Provide support and implement updates for Engage, the school's Management Information, including timetables, reports and creating day books.
- Working with the Bursar/HR, to set up, maintain and remove user network accounts, including email accounts.

Hardware

- Order and maintain computer peripheral equipment such as printers, promethean active panels, projectors and ensure these are prepared and ready for use as appropriate.
- Check new computer equipment on arrival and be responsible for hardware deployment, installation, upgrading, and routine maintenance.
- Maintain a fixed asset register of equipment and ensure that this record is reviewed and checked on a regular basis.

Software

- Be an integral part in the provision of advice and selection of new software for academic and support functions across the School.
- Undertake the testing, installation, deployment, maintenance and routine updates of software across the network.
- Update and install apps on tablets.
- Administration of Office 365.
- Liaise with third party software providers.

Person Specification

Qualifications and Experience

- A minimum of 5 years experience working in a school or similar digital network environment and good working knowledge of:
 - Windows Operating Systems servers and desktops
 - Mac OS
 - Administration of MS Office 365
 - Google domain administration
 - Management of Smoothwall Firewall
- Experience of installing and improving wireless networks.
- Working knowledge of classroom audio visual equipment, including Promethean Screens.
- Experience with GDPR policies and procedures.
- Microsoft certification would be beneficial.
- An understanding of the digital requirements of an educational establishment both software and hardware is desirable.

Skills

- Outstanding IT skills, hardware knowledge and familiarity with the full range of Microsoft products.
- Demonstrable problem-solving and trouble-shooting ability.

Attributes

- Ability to build effective working relationships with staff and other members of the school community.
- Have good communication and interpersonal skills.
- The ability to seek out and find solutions to a problem.
- Flexibility in approach to people and working arrangements.
- Ability to work independently and as part of a team.
- High standards of 'customer service'.
- Effective time management.
- Patience and good humour.

Safeguarding, Discipline, Health & Safety

- Be aware of the safeguarding requirements in place in the School and abide by them at all times.
- Be aware of the School's Aims & Ethos and ensure that actions taken are not in conflict with them.
- Be aware of and adhere to all other School policies.
- Assist with the promotion of good order and discipline among the pupils.
- Be responsible for taking reasonable care of personal safety and that of pupils, parents, colleagues, visitors, volunteers and contractors.
- Co-operate with the Head, Bursar and members of the SLT in order to enable the Governors to comply with safeguarding and health and safety duties, reporting any risks or defect to the Bursar.

The School

Stormont School is a highly successful, independent girls' preparatory day school in Potters Bar, Hertfordshire for girls aged 4 to 11 years. Girls are prepared for many of the best senior day and boarding schools in Hertfordshire and London reflecting the high quality of teaching and learning and the opportunities the girls have to flourish. The School has approximately 150 girls and 50 staff.

Girls work in small groups in most lessons and are encouraged to be inquisitive, to question, to have their say, to take risks and ultimately be the best they can be. The Head of Digital Learning will provide high level technical support and stewardship of the resources in support of the rich curriculum across all academic subjects and in music, art and sports. Working closely with the Head and Bursar, the successful candidate will also be responsible for developing and implementing digitalisation of support functions to enhance and improve support functions, systems and processes.

This is an exceptional opportunity for a forward thinking, proactive individual to play a key role in the application of technology in support of the School and to help shape the digital environment for our future.

Stormont School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.