



IT ANALYST

FULL-TIME PERMANENT

ABOUT THE SCHOOL

Francis Holland School, Regent's Park, was founded in 1878 by the Reverend Canon Francis Holland and is regarded today as one of London's leading academically selective girls' independent day schools. The school is situated next to Regent's Park and has a reputation for its friendly, cohesive, and collegiate atmosphere. The ISI Inspection Report in March 2022 assessed Francis Holland as 'Excellent' in all key areas of school life.

Entry to the school is very competitive and pupils are selected via entrance examinations and interview at 11+ or Sixth Form. Girls achieve exceptionally good results in examinations at GCSE and A Level, and progress to some of the best universities in the UK, as well as to top global institutions such as those in the US. There are close links with our "sister" school at Francis Holland, Sloane Square, which was founded in 1881. The school offers many bursaries, in addition to music, academic and art scholarships, all of which are means-tested, up to 100% fees.

THE VACANCY

Serving around 800 users including staff and students across a large site, the IT department supports a highly developed network servicing over 900 computers, laptops, AV and printers. The IT department is led by the Director of Information Systems and Digital Strategy and comprises IT Analyst, IT Systems Manager & Senior Systems Administrator.

Job Title:	IT Analyst
Reports to:	IT Systems Manager
Location:	Francis Holland School, Regent's Park
Hours of work:	8 am – 5 pm (52 weeks per annum) 40 hours + 1 hour lunch, unpaid

KEY RESPONSIBILITIES

- Provide support in ensuring the safety, security and integrity of all IT systems in use across the school.
- Provide IT support to all users, investigating and diagnosing IT faults and problems including hardware, software and network performance issues. Identify causes and

provide or seek out solutions. This includes escalation to support contractors where required.

- Keep accurate and timely records within the IT Service Desk, making sure that the end user always receives feedback on the progress of faults and changes.
- Assess incoming incidents and prioritise work according to timescales and processes.
- Escalate technical issues to the IT Systems Administrator or Systems Manager in the event that the issue cannot be resolved in a timely manner; if the issue involves a specialised appliance e.g. firewall; or if it impacts your ability to complete tasks or meet specific objectives
- Install and configure networked and cloud-attached PCs and laptops running Windows operating systems and peripheral devices including printers.
- Create User Accounts, and manage permissions and passwords.
- Set up equipment for school assemblies and events in the absence of the Events Technician.
- Assist with the maintenance of the school IT asset register.
- Provide additional support to end users as required.
- Complete checklists for daily/weekly/monthly tasks as set out by the IT Systems Manager.
- Engage in training opportunities to further develop skills and knowledge in key areas, such as desktop support, networking and operating systems
- Maintain satisfactory standards of safety and security in relation to computer rooms and equipment.
- Undertake any other relevant duties as may reasonably be requested by your line manager.

THIS POSTHOLDER MUST

- Collaborate well with others to achieve high standards of end user satisfaction.
- Understand the need to adapt your style to suit the end user, and to communicate in a clear and confident manner.
- Demonstrate a proactive approach in building relationships with others.
- Show some experience of identifying and resolving issues relating to the following:
- Microsoft 365, Microsoft Windows, iOS, printers and print management solutions, internet and network connectivity, wireless and local area networks, email, school-based software/applications, Active Directory.
- Demonstrate a logical approach to problem-solving and coordination of the information gathered to assist the technical team where necessary.
- Be able to provide excellent customer service skills and demonstrate the desire to provide a professional IT service to schools.
- Maintain a good standard of written and oral communication.
- Work effectively within a team environment, both taking direction from and supporting other colleagues.

PROFESSIONAL REQUIREMENTS EXPECTED OF ALL STAFF AT FRANCIS HOLLAND

- To follow individual responsibilities as defined in the School's Health & Safety Policy
- To promote and safeguard the welfare of children and young people, adhering to and ensuring compliance with the School's child protection policy
- Support and promote the School's ethos, aims and objectives
- To act in accordance with the aims, policies and procedures of the school and department;
- To foster a disciplined and stimulating learning environment and to encourage enthusiasm for learning, and understanding of the subject;
- To be responsive to the needs of individual girls and to liaise with other staff with specific requirements when necessary;
- To be punctual and to meet deadlines;
- To attend staff and departmental meetings when in school, and to contribute as appropriate to administration and development; for example, to contribute to discussion and development of relevant departmental strategies;
- To keep up to date with subject and professional developments;
- To be willing to participate in relevant INSET
- To participate in staff appraisal
- To undertake continuing professional development;
- To follow Health and Safety procedures;
- To foster good relations within the school community;
- To carry out any other responsibilities which may be reasonably be required or delegated by the Head of Department and/or Head.

HOW TO APPLY

Please download an application form from our website:

<https://www.francisholland.org.uk/vacancies/>

Please send your completed application form and cover letter outlining your skills and experience for the post, addressing both the responsibilities and the requirements of the person specification by **9 am, Friday 20th October 2023** to jobs@fhs-nw1.org.uk

CV's may be provided but cannot be substituted for a full application form. If you are called for an interview you will be required to fill out an application form before the interview.

We reserve the right to interview and close the vacancy prior to this date, therefore early applications are encouraged.

All enquiries should be emailed to jobs@fhs-nw1.org.uk

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.