IT Technician

The Post

The Queens' School are looking for an IT Technician to play an important role in maintaining and developing the school's desktop and tablet computers and progressing requests for technical support.

Excellent interpersonal, communication skills and a flexible approach are essential to meet the varied demands of a school environment.

Applicants must have a thorough knowledge of Windows 10 and are likely to have some knowledge of Microsoft 365/Apple iOS/MacOS. Additionally, it is likely that the successful candidate would hold a technical IT qualification awarded by a college or university, or professional Microsoft accreditation.

Moreover, the successful candidate must be able to demonstrate a commitment to continuously improving their technical knowledge.

The IT Facility & IT Department

Staffing
The IT Director co-ordinates a team of technical staff who provide IT facilities for staff and pupils:
- IT Manager: systems administration Windows Server / Microsoft cloud computing environments, end user 2nd/3rd line IT support
- IT Technician (this post): end user 2nd line IT support, computer operating system and application software installation and testing, PC hardware repairs and upgrades. IPad operating system and application software installation and testing.

The Head of Computing is responsible for managing the teaching of Computing to pupils in Years 7 to 13; the Computing Coordinator for pupils in years reception to 6.

IT Facility Systems

IT systems at The Queen's School have been extensively developed over the last 10 years to meet the curriculum and administrative needs of the school, and are now thought to be amongst the best in the independent sector. Further planned developments for the next three years will mean that more new technologies will be adopted and implemented.

The IT Facility is based upon a standard Microsoft Windows Server/Cloud model, developed and managed in house, employing leading-edge equipment and technology. The network spans the Senior School site on City Walls Road and the Lower School site on Liverpool Road. Approximately 200 desktop computers, running Windows 10 or Apple MacOS, provide computing facilities for pupils and staff in all areas of the school, including two dedicated IT suites and a staff computer room. All other classrooms have audio-visual facilities.

Tablet computers are used extensively. All senior school pupils bring their own iPad to school each day. Pupils at the Lower School use Windows tablets centralised in classroom charging stations. All staff, at both sites, use an iPad provided by the school. Tablets are used for many curriculum activities, and frequently with the school's Firefly Virtual Learning Environment (VLE). All homework is set at the senior school via Firefly.

Hewlett Packard servers provide Active Directory and Microsoft back office functions. The school's WAN and LAN infrastructure extends to most buildings on both sites and the Internet; it is managed in house. The school's WLAN covers all buildings. A dynamic web presence is provided by the school web site, and a remote access portal.

Teaching and administrative staff utilise a suite of software including MS Office 2019 and a school management information system: WCBS PASS.

Pupils aged 4-18 also use MS Office 2019, along with educational software titles covering all curriculum departments.

Salary

According to experience up to £25,000 p.a. based upon the Queen's School Support Staff salary scale

Pension

On commencing employment with The Queen's School you will be auto-enrolled into the School's Group Pension Plan subject to meeting certain criteria. Full details will be provided to you with your first salary payment.

Working Hours & Holidays

The working hours are 8.30 am until 4.30 pm, Monday to Friday with half an hour for lunch (unpaid).

The successful candidate may be required to work additional hours on occasions but adequate notice will be given. The School may agree to time off in lieu for any additional hours worked, however this must be agreed by your line manager in advance.

Holidays are 25 days per year, rising to 30 days after 5 years' service, these are in addition to all public/bank holidays.

Interview and Appointment

Please notify the school if you have any disability for which special arrangements need to be made for either the interview or if the position is offered.

Candidates should be aware that the appointment will be subject to an enhanced Disclosure and Barring check. We hope that applicants will appreciate the need for us to comply with these legal requirements.

Employers have a legal duty to verify that new employees are eligible to work in this country, under the Immigration Asylum and Nationality Act 2006. Therefore, the successful candidate will be asked to produce his/her passport and/or visa before commencing work.

It is also our policy to ask to see original certificate(s) of qualification(s) upon acceptance of the post. A photocopy will be retained for our records in both cases.

General

To meet with legal requirements please read our Safer Recruitment Policy, including our policy on the Employment of Ex-offenders, which can be accessed via our website.

Application

The application form and a letter of application, which should be no more than one side of A4, should be addressed to Mrs S Wallace-Woodroffe, Headmistress and sent to recruitment@thequeensschool.co.uk by 9 am on Wednesday 22nd September. Interviews are expected to be held within 7 days of the closing date.

If you have not heard from us by 1st October, please assume that your application has not been successful in this instance.

Please note that CVs will only be accepted if accompanied by The Queen's School application form.

For further information, you may wish to visit our website www.thequeensschool.co.uk before you visit the school.

Thank you for your interest in The Queen's School.

The Queen's School is an equal opportunities employer.