



# KINGSWOOD

## BATH

## JOB DESCRIPTION: IT SUPPORT TECHNICIAN

### JOB PURPOSE

Working across the Kingswood Foundation (Prep and Senior School), and reporting to the Network Manager, you will take a proactive role in delivering IT support for the School's day-to-day IT usage, as well as for events. The IT Technician will take a support role but may also have opportunities to engage in development work in conjunction with the infrastructure team and during project rollouts.

### KEY DUTIES AND RESPONSIBILITIES

- Taking a customer focused approach to resolving IT problems reported through the Helpdesk, ensuring they are progressed and resolved in a timely manner, in line with School SLAs
- Proactively looking at and suggesting more effective and efficient ways of working to prevent ongoing IT issues
- Working in line with a scheduled Helpdesk Team hotdesking rotas (between support locations), shift patterns, school events and out of hours cover
- Providing staff IT training in groups and one-to-one
- Designing and producing IT training material
- Supporting staff and pupil BYOD / CYOD
- Taking responsibility for updating and maintaining mobile devices
- Maintaining IT asset and disposal registers
- Ensuring printers are functional and maintaining stocks of consumables such as toner
- Providing support for the School's MIS system (iSAMS) (training provided where necessary)
- Assisting with IT support in lessons, clubs and activities
- Assisting with the maintenance and development of new IT services
- Assisting in the updating of the School Intranet
- Managing users and computer sets within Active Directory
- Maintaining up to date expertise in the field through proactive CPD, undertaking training and relevant IT certification (the School can agree some dedicated time for this but would expect the individual to invest their time equally to retain professional relevance and competence)

It should be noted that this is not a definitive list; your duties will be at least those listed above.

You will be expected to:

- Conduct yourself with professionalism, tact and diplomacy at all times as a representative of Kingswood
- Observe health and safety procedures and work safely at all times
- To comply with all school policies and procedures including reporting any concerns to the appropriate person in relation to those covering child protection, health, safety, welfare, security, confidentiality and data protection.



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## THE IDEAL CANDIDATE

### ESSENTIAL QUALIFICATIONS, EXPERIENCE AND SKILLS

- Good understanding of Microsoft Operating systems
- High level of confidence using Office 365 applications
- Knowledge of mobile device operating systems
- Working knowledge of TCP/IP and wireless technologies
- Excellent communications and interpersonal skills

### DESIRABLE QUALIFICATIONS, EXPERIENCE AND SKILLS

- Previous IT support experience in an educational setting
- Education to degree level in Computer Science, or equivalent, or previous IT support experience
- Relevant Microsoft or Technical qualifications
- High level of confidence using Backend Admin consoles
- Knowledge of Active Directory and Group Policy
- ITIL
- Knowledge of School Management Information Systems (e.g. iSAMS)
- Knowledge of Apple Macs (OSX)
- Experience of Powershell, Power Automate and or Python

### KEY COMPETENCIES

- Passion for working with customers of every ability and level of seniority
- A proactive approach and ability to work efficiently and effectively to promote IT within the Foundation
- Openness to new ideas and practices
- Willingness to tackle routine and more challenging tasks
- Willingness to work as a collaborative team member and to make a positive contribution to the team's effectiveness
- Uphold and live the Kingswood values and ethos
- Flexible with a 'can do' attitude
- Evidence of appropriate professional development
- Supportive of the Christian ethos of the school

## CHILD PROTECTION

It is your responsibility to help promote and safeguard the welfare of children and young persons for whom you are responsible, or with whom you come into contact, and to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post, you become aware of any actual or potential risks to the safety or welfare of children in the school you must report any concerns to the School's Designated Safeguarding Lead. Protecting children from the risk of radicalisation is part of the School's safeguarding duties (under the Prevent Duty).



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## TERMS AND CONDITIONS

### HOURS OF WORK

37 hours per week, all year round. The IT Helpdesk Technician will be required to work on a rota/shift pattern to ensure out-of-hours Helpdesk cover is provided between 7.30am and 7.30pm, 5 days per week, predominantly Mondays to Fridays (plus being part of an emergency out of hours rota). Some evening and weekend work may be required to support with school events.

### HOLIDAY

Your holiday entitlement will be 6.6 weeks per year, inclusive of public holidays, to be taken at times as agreed with your line manager.

The School normally closes for a period over Christmas, the dates of which are agreed by Senior Management every year. This closure period may result in additional non-working days, however this is non-contractual and does not affect annual leave entitlement.

### STAFF DEVELOPMENT REVIEW

Your Staff Development Review will be undertaken by the Network Manager.

## PAY & BENEFITS OF SERVICE

### SALARY

A competitive salary is offered, between £27,000 and £35,000 per annum, depending on qualifications, skills and experience.

### OTHER

Kingswood School has high expectations of staff and looks to reward them with beneficial conditions of service.

- Professional development and training.
- All staff enjoy free meals provided in the Dining Room with refreshments available through the day.
- Part remission of fees at Kingswood Nursery, Prep and Senior Schools for children of employees (subject to the normal competitive entry requirements being met). Please note that remission of school fees is not a contractual entitlement; the Governors reserve the right to vary the rate of remission or to withdraw it altogether.
- Staff are welcome to make use of the leisure and sports facilities (which includes a swimming pool, gym and tennis courts) set within the beautiful School grounds.
- Parking available around the School site (subject to availability).
- Stakeholder Pension Scheme.



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- Death in Service benefit.
- Cycle Scheme in line with the Government's Cycle to Work initiative.
- Employee Assistance Programme, an independent, free and confidential advice service that can offer both practical advice and emotional support.
- Kingswood has a strong sense of community and there are many ways to be involved whether through sport, music or social events.

## APPLICATION PROCESS

Please visit our website <https://www.kingswood.bath.sch.uk/about-us/employment-opportunities> to read our policies for **Recruitment, Selection and Disclosure Procedure**, and **Child Protection and Safeguarding Policy including EYFS**

Please email [recruitment@kingswood.bath.sch.uk](mailto:recruitment@kingswood.bath.sch.uk) to request an Application Form or if you have any questions. **Completed Application Forms should be returned by email.**

*Please note that applications will only be accepted from candidates completing the application form in full. Please ensure that there are no gaps in education/employment history. The School is unable to accept CVs in substitution for a completed application form.*

**Closing date: Friday 9 May 2025, midday. Early applications are encouraged.**

*The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. You will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).*

*The post is exempt from the Rehabilitation of Offenders Act 1974 and the School is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children."*

*As an equal opportunities employer, Kingswood School is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.*

*We offer a welcoming and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply.*