

Closing date:

Friday 20 September 2024 (12pm)

We reserve the right to appoint before this deadline and encourage early applications.

Interview date(s):

W/C 23 September 2024

Information pack for the role of IT Support Engineer

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City of London School

We understand that for pupils to thrive they must be happy. It is why we cherish individuality, shun stereotypes, and encourage every pupil to be the very best version of themselves. With a vibrant, multicultural city on our doorstep, we draw strength from difference, recognising that diverse perspectives can help answer big questions.

As a result, every member of our community is keenly aware of their responsibility and capacity to make a difference. We ensure our pupils are ready for the rapidly changing demands of the coming decades. This shows in our commitment to academic excellence and in our restless curiosity and desire to improve in everything we do.

We aim always to provide an education in the broadest sense, combining academic excellence with exceptional pastoral care, framed by an outward-looking and forward-thinking approach. We also strive to make that education available to as many talented pupils as possible, through transformational bursaries for those who may not otherwise be able to afford the fees.

We aspire to attract a staff that matches the social and cultural diversity of the CLS community. We welcome applications from anyone with the relevant skills and abilities, and particularly from those who may not previously have thought of applying to a school such as ours.





Our Strategic Aims



Kind - We understand how excellent pastoral care underpins every achievement. We support and help to develop our pupils' health, happiness and well-being so that they can succeed at school and beyond. We nurture self-development and self-awareness so that every member of our community can become the best version of themselves. Every person has equal value, and we treat others as they would like to be treated. We have empathy for others – at school, in our community and in wider society. Our relationships are warm, honest and supportive.

Aware - There is strength in difference. Reflecting the multicultural city on our doorstep, our pupils and staff embrace and celebrate diverse voices, recognising that they improve their understanding of the world. We nurture a deep-seated sense of social responsibility. Our pupils know that there are others less fortunate than they are and strive to make a positive difference at school and beyond. We are active partners. We have a strong relationship with the City of London Corporation and the other City Schools, including the City of London School for Girls. Our wider community makes us powerful. We are enriched both by an extensive programme of transformative bursaries and by our collaborations with schools, businesses, arts organisations, and many other partners across London.

Ready - We are unashamedly academic. Our teaching is rigorous and exceptional, and our teachers challenge pupils appropriately and sensitively, so that they can thrive in university, work and life. We stimulate curious minds. Our boys have a restless inquisitiveness and lifelong joy of learning which equips them for a fast-changing world. Our staff strive constantly to adapt and develop their practice. We explore our passions and encourage our pupils to discover what excites and inspires them. It helps them become rounded people, well placed to forge their own path through life. We shape the future. Our boys combine kindness, respect and curiosity to become the leaders of tomorrow, creating positive change in our society. .

Our [Strategic Vision 2019-2024](#) is available to read in full on the CLS website.

Job Description

Job title: **IT Support Engineer**

Department: **CLS**

Salary: **Grade C**
£35,740-£39,540

Location: City of London School,
107 Queen Victoria Street,
London, EC4V 3AL

Responsible to: **Director of
Digital Strategy**

Purpose of Post

The successful candidate to provide first and second-line technical support for all staff and pupils as one of the three points of contact for all IT-related support calls and IT service desk tickets. Prioritising calls and escalating to the IT Systems Manager if necessary.

The IT Support Engineer will be responsible for mobile technology and covering hardware

and software used within the School. They will support the Teaching and Learning division by collaborating with teaching staff, ensuring the School's requirement for access to information and interactive multimedia learning resources. They will be expected to contribute to short-term and long-term projects which support the department and organisation's objectives.



Main Duties & Responsibilities

- 1** As part of the support team, handle all incoming calls, and provide a professional first point of contact for all staff, pupils and external clients such as parents.
- 2** Taking ownership of assigned tickets through the IT service desk, and ensuring a prompt and efficient service, escalating to Systems and Data Managers if necessary.
- 3** Provide support to staff with the delivery of IT resources for events, meetings, assemblies and external speakers.
- 4** Maintain a knowledge base of any software or hardware problems encountered.
- 5** Maintenance and support of the school network infrastructure, software, hardware resources and stand-alone machines as directed by the Systems Manager and Director of Digital Strategy.
- 6** Administer and maintain end user accounts, permissions and access rights.
- 7** Assist with the identification and resolution of potential security breaches and vulnerability issues in a timely and accurate fashion.
- 8** Undertaking small IT projects as instructed by the Director of Digital Strategy.
- 9** 9. To assist with the on-boarding and off-boarding process of staff; creation of user accounts, liaising with HR and managers on account permissions and folder access.
- 10** Identifying solutions to solve software and hardware problems under the support of the Systems Manager.
- 11** Communicating with outside agencies and suppliers for the maintenance and repair of equipment.
- 12** Maintain good working order of the school's computers, printers and peripherals by performing scheduled checks.
- 13** Undertake network cabling adjustments as and when required to ensure all devices and peripherals are connected and accessible.
- 14** Maintain an accurate inventory of all IT devices issued to staff and students ensuring a regular audit is carried out during school holidays.
- 15** Actively seek to implement the City of London Corporation's Occupational Health and Safety and Wellbeing Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
- 16** Actively seek to implement the City of London Corporation's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
- 17** To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

Please find below the qualifications, experience and technical skills required to undertake this post.

Technical Skills/Professional Qualifications / Relevant Education & Training

- { An understanding of Office 365 is required.
- { Experience of using Azure Active Directory to manage users and devices is an advantage.
- { Passion for and knowledge of current technology.

- { A commitment to customer service and their experience.
- { Ability and willingness to learn new technologies, practices and a commitment to learning and development.

Experience and knowledge required

- { Flexible, adaptable and diplomatic in their approach to work.

- { Supporting with a range of administrative support tasks.
- { Effective and adaptable communication skills; written and verbal.

Other relevant information

- { This role requires an Enhanced DBS check.
- { Working hours are 8:00 am to 4:00 pm or 8:30 am to 4:30 pm on a rotation to support the needs of the service.

Other reasons to work with us

Health and Wellbeing

- { In-house counselling services
- { Employee Assistance Programme
- { Enhanced paid time off policies (sickness, maternity, paternity, adoption, and shared parental leave)
- { Access to Occupational Health Services
- { Access to School gym (set hours)
- { Staff Activities and Clubs (Running, Yoga, Pilates, Netball, Football and more!)
- { Corporate Gym Discount with Anytime Fitness.
- { Hybrid / Flexible Working (role-dependent)

Financial benefits

- { Annual Season Ticket Loans via Abellio
- { Interest free Bicycle Loan (up to £1,000)
- { Cycle 2 Work Scheme via Halfords
- { Childcare Affordability Scheme
- { Up to 40% discount with Hatching Dragons Nursery

- { Cheapside Privilege Card (local offers and discounts)
- { Up to 25% discount off an O2 Refresh Airtime Plan.
- { 21% LGPS Employer Contribution

Training and development

We are committed to supporting staff development. There are three staff training days throughout the year plus our appraisal scheme helps support staff in developing their ideal role through training programmes and courses.

Staff also gain access to the City Learning online training and development system, which can be accessed from any mobile device.

Recognised employer – Continuous service

City of London Corporation is a recognised employer as part of the Local Government Modification Order – we acknowledge continuous service to those working within Local Government. Your entitlement to certain contractual benefits with the City Corporation (e.g sick leave, maternity leave) is related to the length of time you have been employed by the City of London Corporation and/or other public bodies covered by the Redundancy Payments (Local Government) (Modification) Order 1999.

Disability Confident Employer

The City of London Corporation is committed to creating a culture where everyone's opinion and views are heard. Where employees can bring their unique self to work and excel in an environment that encourages different perspectives and experiences to be shared.

We are Disability Confident Employers and members of Stonewall's Diversity Champions programme and have recently completed an equality and diversity self-assessment process to assess compliance with the Public Sector Equality Duty. In 2019-20 we also undertook a public consultation on gender identity and, as a result, put in place a new Gender Identity Policy. We also actively host events like our Eid Dinner, Black History Month and Pride Month, which are vital in promoting the values we all share.

London Living Wage Employer

The City of London Corporation is an accredited Living Wage employer, which ensures all employees are paid (as a minimum) the annually calculated London Living Wage hourly rate.

How to Apply

All applications must be completed by following the instructions on the City of London School website vacancies page:

www.cityoflondonschool.org.uk/vacancies

We reserve the right to appoint before this deadline and encourage early submissions.

Closing Date: **Friday 20 September 2024 (12pm)**

Interviews will be held **W/C 23 September 2024 in person at CLS**



City of London 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.

We welcome applications from all sectors of the community as we aspire to attract staff that match the social and cultural diversity of our pupil intake.

To view our Recruitment Policy, please [click here](#). To view our Safeguarding Policy, please [click here](#).

Further information about the School and a copy of the 2021 ISI Inspection report is available on the website. www.cityoflondonschool.org.uk



City of London School

City of London School
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London EC4V 3AL
cityoflondonschool.org.uk
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Proud to be part of the
City of London Corporation