



**BOLTON**  
SCHOOL

## JOB DESCRIPTION

### ICT HELPDESK TECHNICIAN

#### ICT SERVICES

#### MAIN PURPOSE OF JOB:

To work as part of the Foundation Services ICT department providing support for all ICT activities across the School campus.

#### MAIN DUTIES:

1. To present a professional image and provide a high quality of customer service and support, assist in enhancing our systems, working flexibly depending on current ICT works/projects, occasionally working outside normal school hours.
2. To act as a first line trouble-shooter providing effective and timely solutions across all infrastructure, ICT Systems and hardware. Providing the following:
  - effective and timely solutions to Intranet/Internet, E-mail and learning environment faults
  - support for all hardware and software to all areas of the Foundation
  - assistance with the use of ICT within the school
  - a helpdesk / front line service to all staff and pupils
  - job escalation to the appropriate members of the ICT team
  - provide training to staff on the use of school hardware/systems
  - setup and support Apple iPads
3. To be a member of a project team as required.
4. To assist with any ICT work depending on skills and experience, see the ICT Skills list.
5. Ensuring that all users operate the School's policy of Acceptable Use of the Internet, email, ICT and communications equipment.
6. Comply with and promote the Foundation's Health and Safety Policies and Procedures and maintain a safe environment for pupils, staff and visitors ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
7. To be familiar with relevant policies and procedures and to take responsibility for promoting and safeguarding the welfare of the children and young people in School.
8. Carry out any other reasonable duties as may be required from time to time within the context of the post.



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**PERSON SPECIFICATION**

**ICT HELPDESK TECHNICIAN**

**ICT SERVICES**

<b>EDUCATION/TRAINING/QUALIFICATIONS</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>EVIDENCE Application Form, Interview, Reference, Technical</b>
Five GCSE's grades A-C or equivalent, including English and Mathematics	E	AF/I
2 A Levels or Equivalent	E	AF/I
HND or Degree	D	AF/I
IT Professional NVQ Level 3 or equivalent	D	AF/I
<b>KNOWLEDGE/EXPERIENCE</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>EVIDENCE</b>
<b>Competent in a selection of the following:</b>		
Active Directory / Group Policy	D	AF/I/T
Windows	E	AF/I/T
Exchange Email / Outlook	D	AF/I/T
Microsoft 365	E	AF/I
Anti-Virus	E	AF/I
Web filtering / Email filtering	D	AF/I
Network Cabling / Patching	E	AF/I/T
Helpdesk Experience / Logging Calls / Answering Calls	E	AF/I/T
File permissions and shares	E	AF/I/T
PC hardware and peripherals	E	AF/I/T
Apple iPad / mobile device configuration	D	AF/I/T
PC Software	E	AF/I/T
Microsoft Office applications	E	AF/I/T
Mobile Device Management (MDM)	D	AF/I
Apple TV	D	AF/I
Multimedia Equipment (TVs, Projectors, etc)	D	AF/I
Remote Desktop (RDS)	D	AF/I
<b>Knowledgeable about a selection of the following:</b>		
Windows Server 2012 R2 / 2016 / 2019	D	AF/I
Networking, TCP/IP, DNS, DHCP	D	AF/I
Wireless networking	D	AF/I
Virtualisation technology	D	AF/I
SAN/Blade centre	D	AF/I

Cisco Routers/Firewalls	D	AF/I
Aruba Switches	D	AF/I/T
Scripting	D	AF/I
SQL Server	D	AF/I/T
Reverse Proxies	D	AF/I
Wordpress / Content Management Systems (CMS)	D	AF/I
Microsoft Endpoint Manager (MEM)	D	AF/I
VoIP	D	AF/I
Minimum of 2 years' experience as an ICT Technician	E	AF/I
<b>PERSONAL SKILLS AND ATTRIBUTES</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>EVIDENCE</b>
Ability to work on own initiative, plan, organise and determine priorities to meet tight deadlines	E	I/R
Excellent organisational skills with good attention to detail	E	AF/I
Proactive and professional manner	E	AF/I
Ability to establish good relationships with people	E	AF/I
Good communication skills, both oral and written	E	AF/I
Ability to work effectively within a team and collaborate towards common objectives	E	AF/I/R
A desire to learn and develop personally	E	AF/I/R
Willingness to work flexibly	E	AF/I/R
Caring and kind especially in relation to children	E	I/R



## ICT SERVICES

### Skills list

***This list is subject to change and will be updated annually***

#### **Windows**

Microsoft Windows Server 2012 R2/2016/2019/2022  
Microsoft Exchange 2019  
Microsoft SQL 2014/2016/2017  
Microsoft Windows 10  
Microsoft Office 2019/2021/365  
Microsoft Networking (Active Directory, DNS, DHCP, IIS, RDS)  
Microsoft Endpoint Manager (MEM)

#### **VMWare**

VMWare ESXi/vCenter/VMWare vSphere 7

#### **Hardware**

Desktop hardware  
Printers  
iPads  
Server Hardware – Dell/HP Servers, Dell VXRail P670F  
Cisco ASA 5525  
HP Procurve/Aruba CX6405/2900/Dell S5212F-ON  
Aruba Wireless Mobility Conductors (previously Masters) 7205  
Aruba Wireless Access Points 515/635

#### **Software**

Anti-Virus – Trend Micro  
Backup – Backup Exec, Veeam, Backup System Recovery

#### **Misc**

Microsoft 365  
Web filter – Cisco Umbrella  
Mail Filter – Cisco ESA  
Firewall – Cisco ASA 5525  
Security – Cisco AMP  
Backup Hardware – Dell/HP Tape loaders, NAS, Exagrid  
RDS  
Mobile Device Management (MDM) – Meraki  
Phone System - Mitel



## TERMS AND CONDITIONS

### ICT HELPDESK TECHNICIAN

### ICT SERVICES

<b>SALARY</b>
<p>The salary will be up to point 11 (£25,138 per annum) on the Bolton School Support Staff Salary Scale. Starting salary will take in to account skills, experience and performance.</p> <p><i>See the ICT skills and experience list for all roles in ICT. You will be required to have some ICT skills from the list.</i></p>
<b>HOURS OF WORK</b>
<p>35 hours per week, between Monday and Friday, all year round, 7 hours a day between 8.00am and 5.00pm with a 1 hour unpaid lunch break per day. To work flexibly and occasionally outside normal business hours as required by projects or serious faults.</p>
<b>HOLIDAY</b>
<p>20 days' annual holiday, additional days' holiday between Christmas and New Year plus public holidays.</p>
<b>LINE MANAGEMENT</b>
<p>ICT Helpdesk Supervisor</p>
<b>PENSION</b>
<p>The Governors of Bolton School will offer new employees the opportunity to join the Bolton School Group Personal Pension Scheme. The employee will be given the option to choose their contribution but as a minimum all members will be required to contribute 6% of their gross earnings and the School will contribute 10%. There is the option to join the Group Personal Pension Scheme on a salary exchange basis.</p> <p>If you choose not to join the Group Personal Pension scheme and you fall into the category of "eligible worker" you will be automatically enrolled into the School's alternative pension scheme, arranged via the Peoples Pension. The minimum employee contribution is 5% of "qualifying earnings" and the School will contribute 5%. Further details are available upon appointment.</p>
<b>OTHER BENEFITS</b>
<ul style="list-style-type: none"><li>• Lunches will be provided free of charge on campus.</li><li>• Free parking on site and an easily accessible campus with strong transport links (including being on a direct bus route).</li><li>• Life Assurance cover up until the age of 65.</li><li>• Access to a free Employee Assistance Programme for all employees and their family members. As well as access to a 24-hour confidential helpline with counselling services, this benefit includes access to the Health Assured website and App, both of which have a wealth of wellbeing advice and guidance available.</li><li>• Training and development opportunities will be offered.</li><li>• Where appropriate fee remission arrangements will be offered for children to attend the Primary and Senior School.</li><li>• In line with school policy employees will have the opportunity to arrange to educate their children from Nursery age to 6th form; all on the Bolton School campus.</li></ul>

- Convenient, affordable, quality childcare provision will be available before and after the school day for children who are also Bolton School pupils.
- Sporting and leisure facilities will be available including gym, outdoor pursuits centre, swimming pool and tennis courts.
- Ride to Work Scheme available.
- Warm and friendly community.

An online search will be carried out on candidates who are shortlisted for interview. The search will be completed by a member of staff who is not directly involved in the recruitment process and will be based on information publicly available. The purpose of the check is to help identify any incidents or issues that have happened, and are publicly available online. Any information found that could potentially impact safeguarding or reputation will be passed to the hiring manager who will discuss any concerns with the candidate at interview before a decision is made regarding suitability.

All offers of employment will be made subject to the successful applicant providing the original qualification certificates, relevant to the position and as outlined in their application form. Identification documents will also be required including passport or picture driving licence, birth certificate, marriage certificate where applicable, current pay slip and evidence of address e.g. utilities bill, bank statement. Eligibility to work in the UK will be checked.

After the appointment is made the successful candidate will be required to complete a medical questionnaire, a check of the Children's Barred List will be done and an Enhanced Criminal Records Check will be carried out through the Disclosure and Barring Service. The School will seek two references prior to the interview.

The successful applicant will be required to complete a six month probationary period.