

Senior IT Support Technician

£30,000 - £32,000 per annum

We are looking for a proactive and self motivated Technician to support the day to day running of ICT facilities, Systems and Infrastructure in our School and across the Harpur Trust Office, as well as undertaking general tasks which will promote the use of ICT which is essential to the education and development of our 1300 students and the working practices of our 250 plus employees

You will support the smooth running of the IT Service Desk, providing first second and some third line technical support for both students, School, and Harpur Trust Staff (at their remote office). You will take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the users as soon as possible.

As the Senior IT Support Technician, you will also have responsibility for reviewing, identifying, and resolving security vulnerabilities, patch management (including regular Infrastructure Firmware and Software/Operating System updates), Mobile Device Management, utilising Microsoft Intune to ensure device compliancy and Software/OS Deployment and to either assist or to take a lead on the maintenance and development of other School and Harpur Trust IT Systems and projects.

If you have a good working knowledge of desktop computer, laptop, smart phone/tablet hardware devices and configuration, network and computer security concepts and troubleshooting coupled with at least two years' experience in an ICT support role and a relevant Microsoft or industry recognised qualification then we would welcome an application from you.

Given the pace of development in technology, a flexible and adaptable attitude to change is essential. This job provides a good opportunity to develop a solid grounding in all aspects of ICT in a stimulating environment and would be ideal for someone eventually wanting to supervise an IT technical team.

In addition to a competitive salary, we also offer 25 days annual leave plus bank holidays and Christmas closure days, private health care scheme, CPD opportunities through our membership of the Harpur Trust, a generous pension scheme, free lunches during term time and free onsite parking.

This post is full time working 40 hours per week, all year round.

For an informal discussion please contact Angelo Felice, ICT Services and Innovations Manager on 01234 332500.

We welcome applications from all parts of our community as we aspire to attract employees that match the social and cultural diversity of our student intake.

Closing date: Friday 7 February 2025

Interview: Friday 14 February 2025

Please note, we reserve the right to close the vacancy early should we receive a sufficient number of suitable applicants.

Further details and how to apply can be found on our website:

<https://www.bedmod.co.uk/job-opportunities/>

Any internal candidates must apply through Employee Self Service. Please see the guide in the company news area.

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.

Applicants 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 School may carry out online searches on shortlisted applicants.

The post is exempt from the Rehabilitation of Offenders Act 1974. The School is therefore permitted to ask job applicants to declare all convictions and cautions on a self-declaration form in advance of attending an interview