



THE DOWNS SCHOOL
& SIXTH FORM

IT Technical Services Technician

The Downs School, West Berkshire

Closing date: 17 March 2025, 8am
Proposed Start Date: ASAP
Salary: West Berks Pay Scale Band F (£27,269 - £31,067)
Contract type Permanent 37 hours hours per week, Full Time, non-Term Time

We are seeking to appoint an IT Technical Services Technician to join our IT Technical Services team, supporting the Downland Federation with IT support services. The IT Technical Services department maintains a strategic programme of development, maintenance and support of the IT provision to the schools. The IT Technical Services Technician is a key member of that team performing varied tasks, but with specific assigned responsibilities including 1st level IT support.

The successful candidate will

- Provide IT support to staff and students, assisting them with the effective use of IT services.
- Maintain and troubleshoot user-facing IT equipment and services, ensuring optimal operation wherever possible
- Prioritise support tasks based on importance, urgency, and workload, maximising the overall benefit to the school
- Monitor and manage the helpdesk, ensuring prompt responses to user requests. Log and respond to helpdesk tickets in a timely and efficient manner
- Deliver user application support, helping users explore advanced functionalities beyond their usual scope. This may include one-on-one training on topics such as Excel formulas, Word content formatting, Office macros, or image/video processing
- Perform routine maintenance of user-facing IT equipment as needed or appropriate
- Provide IT support for events, including setting up presentations, videos, or other technical requirements. Be available to address any issues during events, which may occasionally occur early in the morning or in the evening

There will be occasions when out of hours support is required – morning assemblies and evening events, and as the services we provide can be used 24/7/365. There may be occasions when urgent issues may require out-of-hours working. As the federation grows the scope of this role will evolve to encompass these schools. This role will also include on-site support to federated schools.

In return you will

- experience a caring, positive ethos that prioritises staff wellbeing and recognition
- be empowered to work with ambitious, dedicated, capable staff who are deeply committed to develop the whole child
- work in a professional, stimulating, and collaborative working environment

The Downs School, a Foundation, 11-18 comprehensive school, is a successful, oversubscribed, and popular school serving the Downs area of West Berkshire. The roll is over 1400 with a well-established sixth form. Results at all levels are consistently outstanding and the best in West Berkshire, and Ofsted described our students as having 'excellent personal and social skills' who 'achieve well academically.'

More information about the post and the school can be found on our website www.thedownsschool.org or by contacting the HR department on 01635 270000 or recruitment@thedownsschool.org.

Please submit your application online via TES by **17 March 2025, 8am**. We reserve the right to stop applications if a suitable candidate is found before the closing date.

The Downs School is committed to safeguarding and promoting the welfare of children and young people. Successful applicants will be subject to an Enhanced Disclosure Check through the DBS, social media checks and required to provide evidence that they have a right to work in the UK.