

Appointment of
Permanent
Full time
IT Support Engineer
To start as soon as possible



The Godolphin and Latymer School
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Working at Godolphin and Latymer

Godolphin and Latymer is one of the country's leading independent day schools for girls. Founded in 1905, it has been both a state grammar school and an independent school in its 117 years. Located in Hammersmith, West London, close to the exciting cultural life of the capital, the school is a dynamic and energetic community of 800 girls, together with approximately 150 teaching and support staff. There are approximately 220 girls in the Sixth Form, studying for both the IB and A levels. Hammersmith itself is very conveniently situated less than 20 minutes from central London, sitting on a beautiful stretch of the River Thames and with plenty to offer, including several fine restaurants and two of London's best theatres.

Godolphin and Latymer is an academically selective school and our girls are bright, enthusiastic and inquisitive. They love learning and are increasingly demonstrating their ability to be creative and critical thinkers, keen to solve problems using their own intellectual resources. Teaching here is a most rewarding experience. Girls are motivated and engaged in their learning. Our harmonious community is socially, culturally and ethnically diverse, indicative of the cosmopolitan world of West London. Our catchment area is relatively wide, encompassing all areas of West London, plus a number of areas further afield from which girls are able to commute easily to Hammersmith because of its excellent transport links. (We are a couple of minutes from each of Hammersmith's tube stations and its bus station.) Relationships between girls and all staff are superb and we place great significance on valuing the individual and expecting the highest of standards in all that we do. The school is governed by principles of mutual respect, tolerance and consideration for others. Girls are very supportive of each other, sensitive and aware of others' needs and proud of their school and its ethos and history. A fine example of this is the extensive support given to our Bursary Fund by all sections of the school community, present and past.

Pastoral care and working collaboratively with parents is fundamental to the success of our girls. We value good communication between all sections of our community and try to be proactive in keeping up to date all who are involved with the school. The school plays a key role in the local area; girls take part in voluntary work schemes with many local businesses and institutions. We run a number of community events including; a public lecture series, the annual arts festival, monthly tea parties for the local elderly, and the weekly Ancient World Breakfast Club.

The school's facilities are excellent and the governors are aware of the need to ensure that such standards are maintained. Our sports facilities include a full-size all-weather hockey pitch and three netball courts, which convert into twelve tennis courts during the summer term, all of which are floodlit, and the Hampton Sports and Fitness Centre (new and purpose-built for September 2015), which contains a four court sports hall, a climbing wall, a dance studio and a fitness suite. Our performing arts centre, the Bishop Centre, housed in the imaginatively converted church of St John the Evangelist, together with the Rudland Music School, is also a recent example of the investment that is crucial to the school's continued development. Teaching and learning resources are plentiful and the use of ICT to facilitate learning is at the forefront of our current strategy. iPads are used by the girls in learning and all teaching staff are given iPads. The school aims to be forward-looking in its approach to teaching and learning and emphasis is placed on pedagogical development amongst all teaching staff.

Extra and super curricular activities play a fundamental part in the education we offer here. All staff play a full part in this aspect of our school's life, with numerous opportunities to lead activities, and to develop interests old and new, in school and on visits both in the UK and abroad. Girls are active participants in this programme, both as leaders and contributors, as well as benefiting from the extensive variety of the provision.

In September 2020, the Godolphin and Latymer School Foundation merged with Redcliffe School Trust, a co-educational Preparatory School in Chelsea. The Preparatory School is now known as Godolphin and Latymer Redcliffe Gardens School.

Why work at Godolphin and Latymer?

The staff are thoroughly professional, highly qualified and knowledgeable, enthusiastic and passionate about their own subjects, as well as understanding the importance of the breadth of the educational experience that we provide.

The school is characterised by a warm and welcoming atmosphere and a mutually supportive approach. Expectations of staff are high, but equally, personal workloads are carefully considered by the supportive leadership team. There are plenty of opportunities for further appropriate professional development and a generous inset budget is provided. Support staff and teaching staff are valued equally for their part in the overall success of the school and there is a strong sense of camaraderie and fun!

The governors are keen to ensure that staff remuneration is always competitive and that staff are fairly rewarded for their commitment to the school

Staff turnover is relatively low, indicating a stable staff, yet we also pride ourselves on the welcome and support that we give to new colleagues and we very much value their ideas and contributions. People enjoy working here!

The department

The IT Office is staffed daily between the hours of 7.00am and 5.00pm during term time and 8.00am and 5.00pm during school holidays with all staff members full time year-round.

The Director of Digital Strategy and IT is responsible for the IT Team, consisting of;

- Network Manager;
- Digital Learning Lead;
- Data Manager;
- Infrastructure Engineer;
- IT Support Engineer.

Your professional duties

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 and responsibility.

All staff working in the School during the school day will have some contact with children and will therefore be in regulated activity. In your role you are unlikely to be working with children directly but will regularly interact with pupils who may seek your assistance or otherwise interact with you when moving around the school.

You are expected to act in accordance with the aims, policies and administrative procedures of the School.

The following duties shall be deemed to be included in the professional duties which you will be required to perform:

- child protection, discipline, health and safety
- promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact
- Participating in any arrangements that may be made for review and appraisal.
- Participating in arrangements for your professional development.
- Participating in meetings at the School which relate to the administration or organisation of the School.
- Participating in administrative and organisational tasks related to such duties as described above.

You may be required to undertake other reasonable duties from time to time as the School may reasonably require.

Job description

The IT Support Engineer is responsible to the IT Network Manager.

The IT Support Engineer will work collaboratively with the Infrastructure Engineer, Network Manager and the IT team to provide consistent support and service excellence to the entire school community.

Responsibilities

- To be a part of and progress the whole school Digital Strategy.
- To be the first point of contact for all inbound service requests.
- To be responsible for the initial triage and prioritisation of all new support calls and escalate calls to 2nd/3rd line response as appropriate within SLA timeframes.
- To log all face-to-face service requests, to be responsible for password resets, account changes and deletions using Active Directory.
- To diagnose and resolve basic issues with desktops, laptops, iPads, printers and other similar end user devices.
- To identify and troubleshoot simple network issues.
- To provide software support and training for standard applications solutions created by companies such as Microsoft, Apple, Google and Adobe.
- To undertake PC/laptop builds with OS and software packages managed by the Microsoft Intune platform and local deployment servers.
- To control, manage and report on all site assets, including maintaining the school's (IT) asset registers.
- Provide AV event support to a large number of on-site activities, including the setting up of projection equipment. Be available for additional events outside school hours for IT Support, agreed in advance.
- To provide on-site support at both schools within the Godolphin and Latymer School Foundation.
- Apply a pro-active approach to IT support, including the monitoring and replacement of printer toners and other consumables across the site.
- To be responsible for converting and digitalising teaching and learning media.
- To assist with Infrastructure Projects and maintain resilient and performant IT Systems.
- To help ensure the school remains compliant with their Data Security and GDPR requirements.

This list of duties and responsibilities is not exhaustive and includes any reasonable additional request which assists the smooth operation of the department.

Person specification

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
EDUCATION / QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to A Level or similar or equivalent experience 	<ul style="list-style-type: none"> • Microsoft MCSA • Azure Fundamentals • CompTIA A+ • ITIL Foundation • Google Classroom Training 	<ul style="list-style-type: none"> • Application form • Appropriate certificates
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with EdTech systems within a teaching and learning environment • Experience of a similar position in a School • Experience of building, configuring and supporting desktop PC's, laptops, printers and scanners • Experience of working with Microsoft Domain and Imaging toolkit • Experience of working within a structured IT support/helpdesk environment • Experience or knowledge of the following key technologies: <ul style="list-style-type: none"> - Windows 10, Windows Server 2016 & 2019 - Client (desktop, laptops, tablets and server hardware) - VMware vCenter - Microsoft Azure Active Directory and Exchange Online - Google Classroom - Networking – DHCP, DNS, TCP/IP, VLANs, switching, WAN. - Aruba Wired and Wireless including ClearPass. - Virtual server backup technologies such as Veeam - Mobile device management - Apple, Chromebook etc - Classroom Audio & Visual equipment - Sophos Anti-virus technology - Fortinet Firewalls 	<ul style="list-style-type: none"> • Experience of working with Apple iPads and Google Classroom • Experience working within an ITIL Helpdesk • Experience with Microsoft Intune • It would also be beneficial to have experience of: <ul style="list-style-type: none"> - Audio and Visual Experience - iSAMs MIS System 	<ul style="list-style-type: none"> • Application form • References • Interview

<p>SKILLS & ABILITIES</p>	<ul style="list-style-type: none"> ● Excellent troubleshooting and diagnostic skills ● To be able to work independently, but also to work as part of a team ● To be an excellent communicator and strive focus on Service Excellence ● Ability to work under pressure and to formal SLA's ● To have excellent interpersonal skills and build relationships with both staff and pupils ● To be able to manage their own time effectively and to be well organised 	<ul style="list-style-type: none"> ● Broad experience of supporting an IT with particular emphasis on end user devices, support within an educational environment would be advantageous 	<ul style="list-style-type: none"> ● Application form ● References ● Interview
<p>PERSONAL QUALITIES</p>	<ul style="list-style-type: none"> ● Committed to safeguarding and promoting the welfare of students ● Motivation to work in an educational environment ● Willing to go the extra mile in the busy life of the School ● To have a positive attitude and focus on continuous improvement ● Ability to be flexible, resilient and well-organised ● Ability to be patient and talk to people on different levels ● To be confident, self-motivated & committed 	<ul style="list-style-type: none"> ● A willingness to self-study and improve with industry certifications 	<ul style="list-style-type: none"> ● Application ● References ● Interview
<p>KNOWLEDGE / UNDERSTANDING</p>	<ul style="list-style-type: none"> ● To be keeping up-to-date with current industry trends and a passion for the Education Sector ● A working knowledge of/or passion to learn Microsoft Windows operating systems, Google Classroom, desktop applications and associated hardware such as laptops, desktops, printers and peripherals 	<ul style="list-style-type: none"> ● Understanding of the use of network performance monitoring tools 	<ul style="list-style-type: none"> ● Application ● References ● Interview

Salary, hours and benefits

Salary

The salary awarded will depend on experience and qualifications of the successful candidate. The Governors review salaries each year to ensure they remain competitive. Salaries are paid by account transfer on the 25th day of each month, or the previous working day, in twelve equal payments.

Hours

The working hours are full time 8.00am to 5.00pm Monday to Friday during the term time and 8.00am to 4.30pm Monday to Friday during school holidays. Additional hours will be required on occasion to fulfil the needs of the role, including being available for additional events outside school hours for IT Support, which will be agreed in advance, and being available out of hours to deal with urgent issues if necessary.

The post attracts 28 days annual leave plus Bank Holidays and two weeks at Christmas when the School is closed. All annual leave must be taken during periods of school holiday/school closure.

Benefits include:

Staff Fee Remission – staff are eligible for fee remission. The continuance and value of fee remission is at the discretion of the Governors.

Medical staff on site – during term time, the School employs two School Nurses and two School Counsellors providing daily cover. All medical staff are available to employees of the School.

Enhanced sick and maternity/paternity pay arrangements – the School offers additional support to staff via its sick and family friendly policies.

Pension Scheme - Membership of the Non-Teaching Staff Pension Scheme with employer's contributions of up to 12%. Automatic life assurance cover (currently 4 times annual salary) for members of the pension scheme.

Personal Accident Insurance – staff are covered for permanent disability resulting from an accident, whether at School or elsewhere. Cover is provided for 365 days of the year.

Private Medical Insurance – membership of a private medical insurance scheme is available at a reduced rate.

Advance purchase of travel cards with monthly repayments – the School will pay for your travel card (minimum three month card) and collect the repayments, at cost, over the life of the travel card.

Cyclescheme – the School is part of the scheme which enables staff to purchase bicycles and equipment at a tax advantageous rate and pay for the equipment over 12 months.

Lunches and Refreshments – during term time, lunches and refreshments provided in the Staff Room and Staff Dining Room are provided by the School to all members of staff, free of charge.

Fitness Facilities – staff are able to use the fitness facilities in the Hampton Sports and Fitness Centre and the School's outdoor sports facilities.

Staff wellbeing – there is a selection of wellbeing sessions available to staff, including acupuncture, massage, mindfulness, yoga, zumba, rock climbing and kickboxing.

Application

There is no closing date for this vacancy. Applications will be considered on receipt and interviews may occur at any stage.

The start date will be agreed at appointment stage and will be as soon as possible on the completion of all required pre-appointment checks.

Direct applications

Please read the recruitment pack carefully, including the School's Safeguarding and Recruitment policies. Fully completed application forms must be returned to the Personnel Office at the School by post or by email to recruitment@godolphinandlatymer.com as soon as possible. Applications must be made on the school's own application form. Please note that CVs alone will not be accepted.

Applying via recruitment agency

Please read the recruitment pack carefully, including the School's Safeguarding and Recruitment policies. Application forms should only be completed and submitted on request by the agency. Applications must then be made on the school's own application form. CVs alone will not be accepted for short-listed candidates.

Equal Opportunities

It is the policy of The Godolphin and Latymer School to ensure that all job applicants are considered equally and consistently and that no applicant is treated unfairly on any grounds including race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, marital or civil partner status, disability or age.

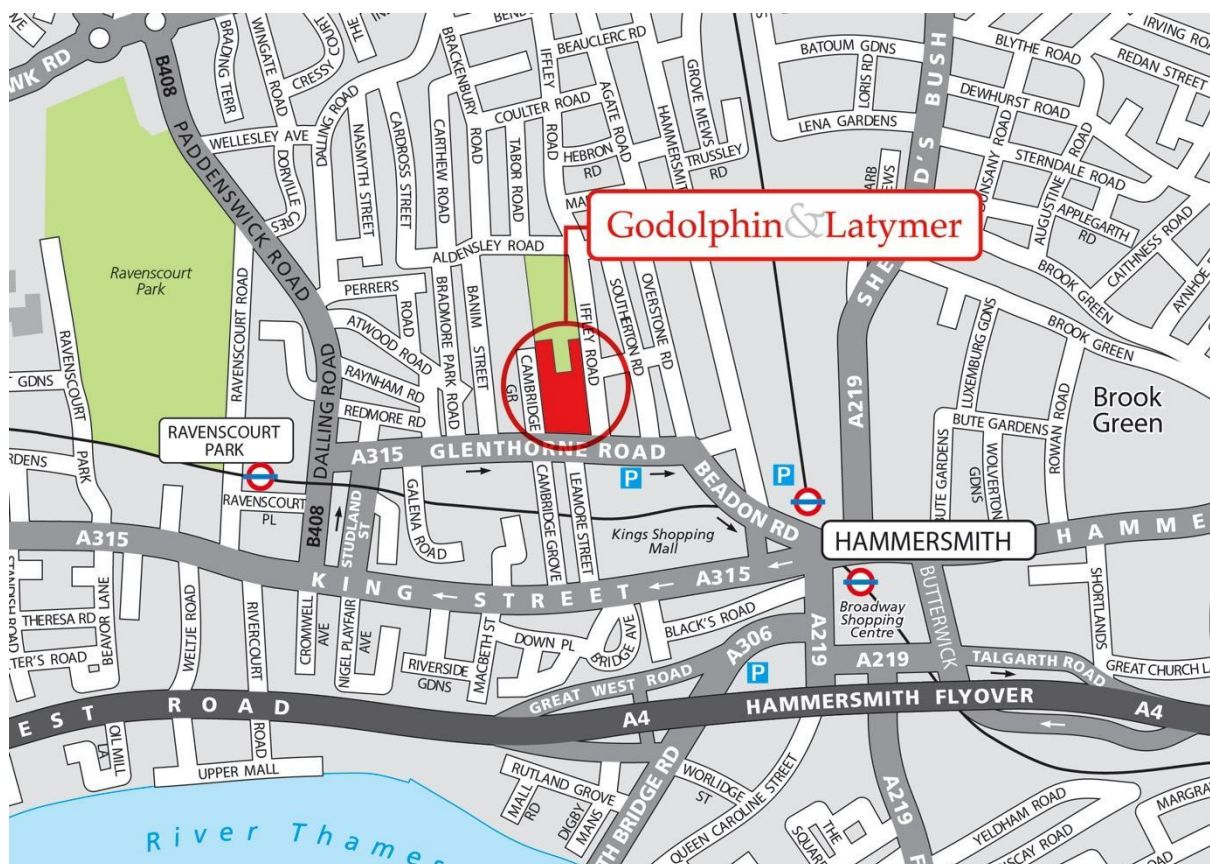
Safeguarding

Candidates should be aware that all posts in the School involve some degree of responsibility for safeguarding children. The School is exempt from the Rehabilitation of Offenders Act 1974 and is therefore permitted to ask job applicants to declare all convictions, cautions, reprimands and final warnings (including those which would normally be considered 'spent') in order to assess their suitability to work with children. You are not required to disclose a caution or conviction for an offence committed in the United Kingdom if it has been filtered in accordance with the Disclosure and Barring Service filtering rules. The successful candidate will be required to complete a Disclosure & Barring Service application. References will be sought on short-listed candidates and we may approach previous employers for information to verify particular experience and qualifications. The successful candidate will also be required to provide original certificates of qualification and may be asked to undergo a medical examination prior to taking up the post.

Charitable status

The Charity called The Godolphin and Latymer School (charity registration number 312699) is administered by The Godolphin and Latymer School Foundation, a charitable company limited by guarantee (Company number 3598439).

Location



Nearest Underground Stations:

Hammersmith (District, Piccadilly, and Hammersmith & City Lines)
Ravenscourt Park (District Line).

Bus Routes

To Hammersmith Broadway:

9, 10, 27, 33, 72, 190, 209, 211, 220, 266, 283, 295, 391, 419

To Glenthorne Road: 27, 190, 266, 267, 391, H91

By Car

There is a one-way system in Hammersmith.

From Hammersmith Broadway: turn left into King Street, take the second right into Cambridge Grove, turn right into Glenthorne Road and turn left into Iffley Road for the school.

Car Parking

We regret that there is no car parking available in the school grounds, but there is a public car park (entrance in Glenthorne Road) only a few minutes from the school, which is inexpensive. There are a number of pay by phone parking bays available in the streets surrounding the school.

Please note that the entrance to the school and the staff car park is on Iffley Road.

On Arrival

Please report to Security.

