



ST CATHERINE'S SCHOOL  
TWICKENHAM



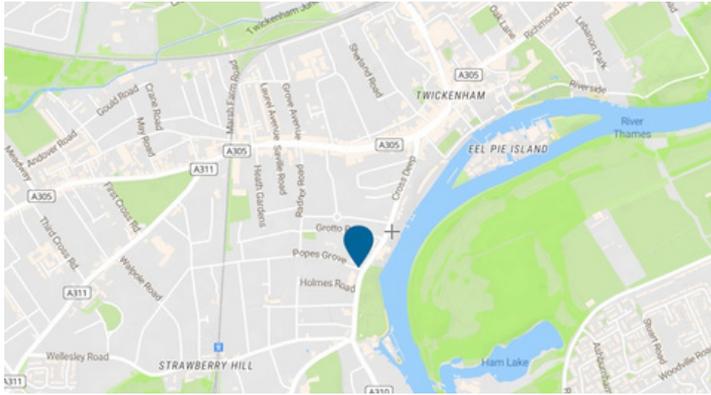
# JOB APPLICATION PACK

**Technology Support Engineer  
Full Time  
To start as soon as possible**

# AN INTRODUCTION TO ST CATHERINE'S

## OUR HISTORY:

St Catherine's School is a Catholic independent Girls' Day School, which draws pupils from a wide catchment area and from a range of backgrounds. The site of St Catherine's has been famous since the poet, Alexander Pope, came to Twickenham in 1719. He developed extensive gardens behind his riverside villa and the School is now situated in this garden. In 1992 the School became fully independent and now operates as a charitable trust.



## OUR LOCATION:

The School enjoys an enviable position next to the River Thames and yet only a short distance from the centre of Twickenham. Strawberry Hill Station is a ten minute walk from the School and Twickenham Railway Station, 15 minutes. Both have regular services to London (Waterloo), Surrey, Berkshire and Middlesex.

## OUR FAITH:

Approximately 40% of our girls are Catholic, and we also warmly welcome girls from all faiths who are in sympathy with the Christian values taught by the School. Girls and staff participate in prayers during assemblies and meetings, and attend mass. The School's focus on ethos and on the Catholic tradition allows us to help girls to explore deeper values. This also underpins our excellent pastoral care system and, although the pastoral and academic oversight of every pupil is primarily the responsibility of the Form Tutor, all staff are involved in the care of pupils.

## OUR COMMUNITY:

We strive to help every girl achieve her personal best by providing a broad and balanced education within a stimulating, secure and supportive environment which encourages learning. Success is achieved through personal responsibility, high expectations and a close partnership between parents and school. Emphasis is placed on self-discipline, responsibility, kindness, service, and respect for others. Since we are a relatively small school the staff are able to know the pupils as individuals and this engenders a strong community.

## OUR SCHOOL:

The School is organised into the Preparatory School, Senior School and Sixth Form all of which are located on the same site. On leaving the Preparatory School at 11, most pupils enter the Senior School. It is also expected that most Year 11 pupils will enter the Sixth Form. Academic standards are high and the intake is selective at all ages.



# SCHOOL MISSION



## SCHOOL MISSION STATEMENT

We are inspired by St Catherine of Siena, who said 'Be who God wants you to be, and you will set the world on fire', to form young women of confidence and compassion, ready for service and leadership in the world. We fulfil our mission through these values:

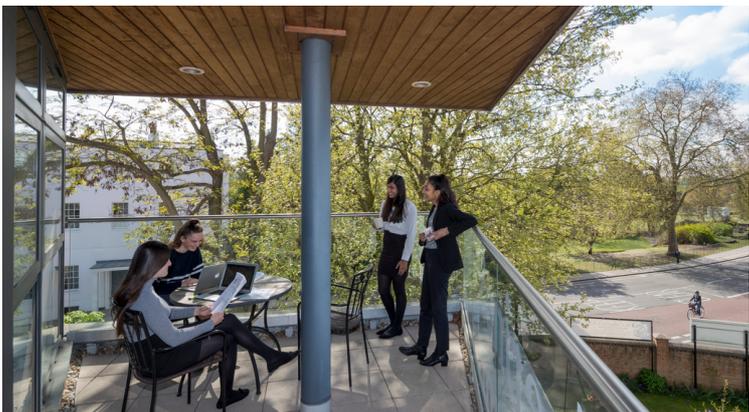
**Community:** a place of cheerfulness, dignity and tolerance, where all are welcome

**Faith:** a Christ-centred school with time for reflection; a culture of gratitude and friendship

**Courage:** with self-knowledge, resilience and integrity, and a readiness for challenge

**Scholarship:** where gifts are developed through curiosity, imagination and ambition

**Service:** commitment to others, to stewardship, and to justice and hope for all



# AN OUTSTANDING SCHOOL

*"Pupils of all ages show excellent self-confidence, self-awareness and self-esteem. They learn to think for themselves, make their own choices and decisions and to persevere"*  
ISI Report

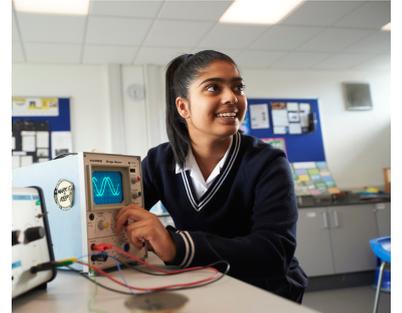
## SCHOLARSHIPS:

Academic Scholarships are awarded for Year 7 and for the Sixth Form to pupils of high academic promise who will benefit from the opportunities that St. Catherine's provides and who will contribute strongly to the life of the school. Music, Art, Drama and Sports Awards are also available, and the all-rounder Siena Scholarship is awarded for the last four years of St Catherine's schooling.

## CURRICULUM:

The Prep curriculum promotes creativity and curiosity and establishes firm foundations for all pupils; specialist teaching enriches the programme and includes French, Spanish, Drama, Food and Nutrition, Music and PE.

In the Senior School pupils follow courses in English, Mathematics, Science, Religious Studies, History, Geography, Drama, Music, Art, Physical Education and Food and Nutrition, and all pupils in Years 7 to 9 study Spanish, French and German. Emphasis is also placed on the development of Computer Science skills and the school has ICT suites which can accommodate whole classes. Most pupils study ten subjects to GCSE level and three or four subjects to A Level. Sixth Form pupils can choose from a wide selection of subjects and they also have the opportunity to work towards gaining an Extended Project Qualification (EPQ).



## CO-CURRICULAR ACTIVITIES:

We attach great importance to a well-rounded education and co-curricular activities play a significant role in the life of the School. Competitive events are held throughout the year and there is a healthy rivalry between the four houses (Bronte, Cavell, Nightingale and Pankhurst). The Duke of Edinburgh Award Scheme is a popular option. Sports include swimming, netball, athletics, hockey, tennis, gymnastics and rounders, and our pupils achieve considerable success at county, regional and national level. Music also plays an important part in the life of the school and all pupils are encouraged to participate in choirs, orchestras, ensembles and the varied programme of concerts and informal performances.

# OUR FACILITIES



At St Catherine's, sports include swimming, netball, football, athletics, hockey, tennis, gymnastics and rounders, and Prep and Senior pupils achieve considerable success at county, regional and national level. Music also plays an important part in the life of the school and all pupils are encouraged to participate in choirs, orchestras, ensembles and the varied programme of concerts and informal performances. Facilities are very good and include an indoor swimming pool, multi-purpose hall, playing field, and netball/tennis courts.

Over the past ten years the school has invested heavily in new facilities, including a Sixth Form Centre, Drama Studio/Lecture Theatre, dining facilities and other teaching areas, as well as upgrading the Science Block - and new projects are underway.



# JOB INFORMATION



## **TECHNOLOGY SUPPORT ENGINEER**

St Catherine's is a school very proud of its happy atmosphere, excellent pastoral care and strong academic reputation. Our School Mission captures the spirit of our happy and inclusive community, and all staff support and nurture school ethos.

We seek an experienced IT professional with a hands-on approach, great interpersonal skills, and a strong technical comprehension of network infrastructure. The Strategic Technology Manager (STM) is responsible for the school-wide network and IT functions including management of other network staff.

The successful candidate will have a resilient and positive attitude and a genuine passion for how technology can enhance learning at St Catherine's, together with skills and knowledge base built up from relevant experience.

The Technology Support Engineer is responsible for IT support at 1st and 2nd line and supports the Strategic Technology Manager (STM) in ensuring systems availability, and excellent service to all users.

# JOB INFORMATION

## Key responsibilities include:

- Manage the IT helpdesk, responsible for 1st and 2nd line support and ensuring all requests are handled, escalating to 3rd line where necessary;
- Provide support within agreed SLAs;
- Deploy and maintain endpoint devices for general and specialist use such as examinations;
- Ensure uptime of network and IT services;
- Provide remote and desktside support to all stakeholders;
- Manage user accounts and identity lifecycle;
- Manage the issuing of devices to users;
- Maintain core infrastructure equipment and services such as servers, switches, routers, firewalls and access points;
- Administrate cloud services such as Google Workspace;
- Maintain on-site services such as CCTV, printing, access control systems and AV systems;
- Assist key staff in Implementing technical projects.



## Other Responsibilities:

- Adhere to school policies and actively promote the safety and welfare of pupils;
- Adhere to and ensure compliance with the school's Safeguarding Policy at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risk(s) to the safety or welfare of children in the school, these concerns must be reported to the school's Designated Safeguarding Lead or the Headmistress; Actively promote the safety and welfare of pupils;
- Undertake relevant training and professional development;
- Contribute to the overall aims and targets of the School, appreciating and supporting the roles of other members of the School;
- Attend exam results days, INSET, whole school events, parent meetings and Open Days, which may occasionally fall outside normal working hours, including evenings and weekends;
- To be fully supportive of the aims and ethos of a Catholic school and an enthusiasm for school projects;
- Undertake other tasks related to this role, as requested by the Headmistress, Bursar and/or Strategic Technology Manager.

# JOB INFORMATION

## Qualifications and Experience:

- Ideally qualified to degree level in a relevant field;
- Demonstrable experience in an educational setting;
- A thorough and current working knowledge of professional IT;
- Experience of installing and configuring endpoint devices, including PCs, mobile devices, printers, whiteboards, etc;
- Google Workspace administration;
- Active Directory and Group Policy management;
- Windows deployment using WDS and MDT;
- Networking: CCNA or equivalent / experience preferable;
- Windows, ChromeOS and macOS support;
- Mobile Device Management;
- Experience working with helpdesk ticketing resolving 1st and 2nd line issues.

If a candidate does not have some of the experience mentioned above, he/she should show related skills, and a willingness to train and learn when in post.



## Skills and Abilities:

- Work with a degree of autonomy and initiative together with the ability to prioritise tasks;
- Strong communication and interpersonal skills with the ability to relate to staff, pupils and the wider school community;
- Professionalism, discretion and an understanding of handling sensitive and confidential data;
- Commitment to providing a responsive and supportive service, including the flexibility and capacity to adapt to the demands of the job. Including out of hours work;
- Ability to self-evaluate learning needs and actively seek learning opportunities;
- Ability to solve complex technical issues whilst ensuring minimal disruption to users;
- Attention to detail and ability to follow processes.

This role may be altered to meet the changing needs of the School, and will be reviewed in consultation with the post holder. The salary, which will depend on qualifications and experience, will be discussed when the position is offered to the successful candidate.

# JOB INFORMATION

If you feel you have the experience, enthusiasm and commitment necessary for this post, then we would be delighted to receive an application from you.

Please send your completed application form and covering letter addressed to the Headmistress via email to [recruitment@stcatherineschool.co.uk](mailto:recruitment@stcatherineschool.co.uk)

Please note that only applications on the School's application form will be considered. It is not necessary to send a separate CV nor to complete an application in the TES format.

**Closing date for applications: Thursday 25 January 2024, 9am**

**Interviews will be held from Friday 26 January 2024.**

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. Visits to the school are encouraged; please email the HR Manager at the address below to arrange a convenient time.

The successful applicant will be subject to a number of safer recruitment checks including an enhanced DBS, Barred List and online and social media checks as part of Keeping Children Safe in Education and, once in post, receive further training and updates.

Thank you for the interest you have shown in our School. We look forward to receiving your application.

Mrs Johneen McPherson  
Headmistress

