



KING'S COLLEGE SCHOOL WIMBLEDON



IT HELPDESK TECHNICIAN



WELCOME TO KING'S COLLEGE SCHOOL

Thank you for your interest in joining our school community.

As you learn more about us, I hope you will discover that King's is a truly wonderful environment in which to teach, work and learn, with pupils who are inquisitive, creative and eager to learn, on a campus which is well-resourced and recently renewed, and alongside other dedicated staff whose expertise, care and commitment lie at the foundation of everything we do.

King's is one of the most successful schools in the world, and our vibrant and caring community is a special place to learn and grow for boys aged 7-18 and girls aged 16-18. With over 1,500 pupils and 400 staff, we are located in one of the most attractive and peaceful parts of London, opposite 1,140 acres of countryside of Wimbledon and Putney Commons and just a short walk from the picturesque Wimbledon Village.

Our school was founded in 1829 by Royal Charter as the junior department of the university, King's College London, and as such, intellectual aspiration and a progressive spirit are our heritage. Today, we offer an education of the whole person, in Mind, Spirit and Heart, the enduring ethos of our foundation. Our guiding mission is to look outwards, to the world beyond school, and to life at 25: we look to the lives we are preparing our young people to lead, so that when the time comes, they are ready to forge the pathway they choose, and to make a purposeful impact.

We aim for each of our pupils to enjoy an exhilarating adventure of learning and to pursue academic excellence

within a fun, caring, welcoming environment. Academic outcomes at A level, IB and GCSE consistently place King's amongst the very top schools nationally and globally, with over half of A level and IB grades at A* or equivalent last summer.

Supporting our pupils to grow strong in spirit, in the shared values and qualities of character that will ground them, is equally important at King's. Kindness, respect and support for one another, a broad-minded outlook and a commitment to inclusivity, are central to our community, as is the co-curriculum, which enables pupils to develop broad skills and resilience as well as to discover lifelong passions through clubs and societies, CCF, Duke of Edinburgh, sport, the arts, and community partnerships.

The next few years will be a very exciting time for us as we enter the next chapter of the school's strategic development, and as we seek to strengthen our community in preparation for our 200th anniversary in 2029. We hope you consider joining us for this adventure.



Dr Anne Cotton
Head



WORKING AT KING'S

Our staff community is welcoming, energetic and vibrant. Within a well-established atmosphere of kindness, cooperation and trust, there is a “can-do” attitude, coupled with high levels of emotional intelligence, good humour and mutual support. The school's reputation for academic excellence and strong pastoral care is built on the dedication and skills of every member of staff.

Support staff at King's maintain high professional standards. They work within clearly structured departments but also collaboratively with other departments and with teaching staff. There are termly meetings for the whole support staff, which are complemented by bespoke training sessions. Individual staff members who wish to enhance their professional development are supported.

Whilst there are high expectations of support staff, they receive rewards for their efforts:

- Competitive salaries well above London and national averages
- 25 days' holiday per annum plus English statutory public holidays – 33 days in total
- Contributory support staff pension scheme – employees are eligible to join after 3 months' service with a 10% employer contribution / 5% employee contribution

- Access to BUPA and Aviva employee assistance programmes, and the BUPA healthcare cash plan
- Free use of the King's Club, including access to the swimming pool, gym, tennis/squash courts and group exercise classes
- Free lunch, tea, coffee and other refreshments during term time
- Shuttle buses from Wimbledon station
- Cycle to work scheme
- Fee remission for children of staff (subject to the usual entry requirements and space being available) pro rata
- Invitations to school productions, concerts and events during the year

WORKING AT KING'S - STAFF PROFILES



"Since joining King's in 2019, I can say that this is a fantastic school that supports staff, as well as students to their highest standard. There have been many opportunities for me to grow within the IT department. Everyone I have come across at King's has been extremely helpful and welcoming. I feel honoured to work here"

- Mr Dixon
IT Helpdesk Manager



"I joined the HR department here at Kings in 2008 and I can't imagine working anywhere else. My role is varied and I really enjoy that no two days are the same. I feel very privileged to work with so many amazing people in such a beautiful school. Everyone wants King's to succeed and I am often amazed at the camaraderie that everyone shows on a regular basis."

- Mrs Pearson
HR and Training Officer



"Joining King's in 2006, my role as team leader, Science Department, is to oversee the operational functioning of the laboratories. As a team of six technicians our primary remit is to deliver a range of practicals to support teaching excellence across all science disciplines. My career at King's has been rewarding in so many ways but a particular highlight has been the re-design of a modern, multi-functional central prep room - this has transformed the way the team communicate, share our varied skills and manage a busy workload."

- Mrs Danckwerts
Team Leader - Science Technicians



"I've been working at King's College School since 2016. It is an outstanding school that offers our students so many opportunities. Working at King's College School is a great opportunity to gain experience, meet wonderful people and expand your horizons to the world."

**- Mr Laska
Porter**



THE ROLE

Reporting to: Helpdesk Manager

This is an opportunity to join a highly regarded team, working closely with the Helpdesk Manager, in assisting in the day-to-day IT use at the school. The role is to assist in the administration and maintenance of school IT systems, primarily by providing support to users. This includes appropriate resolution of tickets and ensuring the communication of progress to service users in line with departmental SLAs. In addition, you will support or undertake appropriate IT projects. The IT Helpdesk Technician supports staff and pupils in King's junior and senior schools and in the pre-prep school, WCPS.

Roles and responsibilities:

Day-to-day support

- Provide assistance to staff and pupils on IT issues via the most appropriate means in line with SLAs, primarily through first- and second-line support
- Provide on-call cover during weekends as part of a rota (normally one weekend in three)
- Support of mobiles devices and promotion of their use throughout the schools
- Provide training to users as part of providing a complete support package
- Write, edit and revise training manuals, FAQ pages and other publications in support of IT assistance.
- Assist with tasks and projects from the department
- Troubleshoot hardware problems
- Support the school's hybrid Splicecom telephone

system.

- Deal with routine network connectivity problems and carry out simple network administrative tasks such as user account management.
- Routine maintenance of workstations and other IT facilities
- Assist with renewal of software subscriptions
- Liaising with external contractors as required.
- Maintaining the asset register for all devices
- Undertaking other tasks that the Director of IT might reasonably expect of the IT team in agreement with individual.

Department projects and tasks

- Contribute to team discussions to help shape and further improve the support we provide
- Assist with sourcing new equipment and redistributing existing equipment
- Assist with the installation and rollout of new software
- Assist with the installation and configuration of new equipment, such as computers, access points and portables
- Assist with the setup, management and support of laptops and other IT elements for internal and public exams
- Contribute to the team to help initiate and assist with new projects



PERSON SPECIFICATION

The successful candidate will be enthusiastic, highly motivated and keen to work in a high profile department with excellent people, communication and listening skills. A 'can do' flexible attitude towards working, workload prioritisation and an ability to work to tight deadlines, are essential.

The ideal candidate will have:

Essential

- Experience in working in a similar technical role
- Experience of using/supporting MIS or large database systems
- Experience of database management
- Experience of data integration between separate products
- Experience in problem solving and excellent customer services skills
- Experience of Windows 10/11
- Experience with a wide range of Microsoft products, including Office 365

Desirable

- Experience of SchoolBase, Razor's Edge, Chris21, Sage or similar
- Webservers (IIS, Apache)
- Microsoft networking (Active Directory, Group Policy, DNS)
- Powershell
- SharePoint development
- MSSQL and MySQL
- .NET

Terms and Conditions

- This is a permanent, full-time role with hybrid working available after probation
- Start date: ASAP
- The annual salary is in the region of £28-32k (depending on skills and experience) based on a 40 hour working week
- Working hours - Monday to Friday, hours to be agreed with an hour for lunch
- Weekend on-call rota (one weekend in three) – to act as initial response to IT emergencies submitted via the ticketing system. Weekend on-call will be paid in addition to annual salary.
- Occasional evenings & weekends will need to be worked to cover events, projects and out of hours installation work - it will be agreed in advance of each event whether this will be covered by taking time off in lieu or via paid overtime
- 25 days' holiday per annum plus English statutory public holidays – 33 days in total
- Contributory support staff pension scheme – employees are eligible to join after 3 months' service with a 10% employer contribution / 5% employee contribution
- Access to BUPA and Aviva employee assistance programmes, and the BUPA healthcare cash plan
- Free use of the King's Club, including access to the swimming pool, gym, tennis/squash courts and group exercise classes
- Free lunch, tea, coffee and other refreshments during term time
- Shuttle buses from Wimbledon station
- Cycle to work scheme



THE DEPARTMENT

The King's IT department provides support to the three schools run by The Corporation of King's College School. You will be joining a department of six, led by the Director of IT. Although roles within the team are separate, the team works closely together based in the same office, with as much sharing of knowledge as possible and training on new technologies. Within the school, the IT department works closely with the resources department as part of the Bursar's organisation and has development direction provided by the Digital Strategy Group. The school is currently engaged in a major programme of investment in IT as part of the digital strategy.

The Network

The school runs a Windows 11-based network across the three schools plus sports ground and boathouse, encompassing approximately 800 desktops, and has implemented an ambitious digital strategy to provide all teachers with a mobile device, either a Microsoft Surface or iPad, and has developed the use of cloud services, particularly Office 365.

Every classroom has a projector or interactive touchscreen, with either a PC or the ability for staff to connect their mobile device. Some also have additional items such as data logging and specialist printers. The increasing use of portable technologies and the use of

Cloud services is the current focus. The IT department supports Microsoft Surface and iPad class sets, as well as Chromebooks and other devices. This leads to a continued evaluation and expansion of the wireless coverage, internet subscriptions and promotion of tools such as Office 365. The network also supports various connected devices such as IP telephony, copiers and security devices, and is continually monitored to maximise performance.

The school uses a varied selection of software packages, managed and deployed using industry standard management systems, both on-premise and in the cloud. The school operates an in-house application, King's Information Management (KIM), that provides a user-friendly interface for staff to carry out essential tasks and find information, as well as an intranet using SharePoint Online. In addition, the aim is to integrate the various databases with the school's main MIS so information can be shared.



HOW TO APPLY

To apply for this role, please register your details online via our website www.kcs.org.uk (under useful information / career opportunities). Once you have registered your details with us, you can apply for vacancies by logging into the candidate area using your email address and chosen password.

Please include a covering letter with your application addressed to Mr Shane Dixon, Helpdesk Manager

Closing date: Thursday 29th February 2024 at 9am

Interviews: Week commencing 4th March 2024

Early applications are welcome - the interview process may be staged and some interviews held in advance of the closing date if there is a large number of applicants for the role.

PLEASE NOTE:

This job description is not intended to be a comprehensive statement of procedures and responsibilities, but instead sets out the principal expectations of the school in relation to the post holder's professional responsibilities and duties. We are looking for an individual who is adaptable, flexible and willing to carry out the wide range of duties that are likely to be required to make a success of this role. The post holder should expect to learn new skills and adapt to new structures as required to meet the changing needs of the school.

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.



INCLUSION AT KING'S

King's aims to be a diverse and equitable environment where all staff and pupils feel they belong. The community aims to foster an ethos of social awareness and respect for difference, creating a welcoming and inclusive culture where every member of our community is valued and respected as their authentic self, regardless of difference. Establishing this sense of belonging and community is central to the ethos of King's and is outlined in the 'Inclusivity at King's' statement,

The school has developed a comprehensive equality, diversity and inclusion (EDI) programme that spans all areas of school life, including our wider school community. Our director of EDI oversees our work in this crucial area, working closely with our EDI mentors who support pupils around issues including sexuality, gender and race.

There are a wide range of thriving pupil advocacy and discussion groups who meet regularly, including our African Caribbean society, our South-East Asian society, our Pride group, our neurodiversity society, our interfaith discussion group and Her'd, our group for girls. Alongside this, the school holds regular talks and workshops on EDI topics to ensure that inclusivity remains a central part of the daily life at school and is at the heart of all that we do.

Further information about equality, diversity and

inclusivity at King's is available on our website at <https://www.kcs.org.uk/equality-diversity-and-inclusivity-at-kings>

King's College School is fully committed to the principles of equality, diversity and inclusivity in its recruitment of teaching and support staff.



LIVING AND WORKING IN WIMBLEDON

Wimbledon is famous for its annual Grand Slam tennis tournament, but that is not the only thing that makes living and working in Wimbledon an attractive proposition.

The area is one of the safest parts of London and provides a wonderful mix of town and Village life. The streets are bustling and lined with bars, restaurants and shops and the charming children's Polka Theatre is situated in the centre of Wimbledon. King's is located on the edge of Wimbledon Common, at the beginning of one of the largest areas of green, recreational space in the whole of London. The Common, which extends to Richmond Park, is home to a 19th century windmill and an Iron Age fort.

One of the best things about working in Wimbledon is its connectivity. Wimbledon station is located in zone 3, approximately 10 minutes from Clapham Junction and 20 minutes from London Waterloo. There are regular trains to numerous destinations, including King's, Epsom and Richmond. Wimbledon can also be reached by tube, via the District line, and by tram, which connects to places such as Croydon and Beckenham. King's is also in a convenient location for road users, with its proximity to the A3 providing an excellent link to the M25.

Although property prices are high in and around

Wimbledon Village, there are affordable options a little further away. Many staff choose to live in Central and South Wimbledon or Raynes Park, which is a 15 minute walk from King's. Other nearby options include Motspur Park, Worcester Park, Clapham, Tooting and Earlsfield but plenty of colleagues prefer to commute from Surrey, where Esher, Epsom and Ashstead are popular choices.



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