Desktop Support Engineer
Permanent, Full-Year, Full-Time Contract
IT Department

Whitgift is one of Britain's leading independent boarding and day schools for boys aged between 10 and 18 years, with approximately 1460 pupils and 116 boarding or flexi-boarding pupils. It was founded in 1596 by Elizabeth I's last Archbishop of Canterbury, John Whitgift, and is the oldest school in Croydon. Whitgift enjoys facilities of outstanding quality, amongst the best available nationally, in a beautiful parkland estate in South Croydon with excellent links to London, Surrey and the south coast.

We are seeking to appoint an experienced Desktop Support Engineer to join a small but highly effective technical support team. The successful candidate must have experience and knowledge of Active Directory, WIFI, SharePoint Online and Office 365, Windows 10, all MS Office Suites, good organisational and problem-solving skills and excellent approach to providing customer service.

OUTLINE OF POST

Reporting to the Director of IT, the post holder will be providing a comprehensive and effective technical support service to Whitgift school. The Desktop Support Engineer is accountable to the Director of IT.

MAIN DUTIES AND RESPONSIBILITIES

As a Desktop Support Engineer your role will be to:

- Be the first point of contact within the Service Desk for client telephony calls
- Troubleshoot and maintain all IT hardware and software
- Be responsible for ensuring all calls are dealt with in accordance with SLAs.
- Publish processes and ensure that the procedures are followed at all times
- Receive and own issues; enquiries and change requests for support from clients and prioritise these requests accordingly adhering to SLA's
- Cisco Switching management to level 1 fault resolution
- Cisco WIFI Management and level 1 incident resolution
- Manage SCCM packages Creation and Deployment
- Perform a proactive role in monitoring systems
- Manage the escalation to 3rd Line Support for all relevant customer reported incidents
- Perform basic troubleshooting and diagnosis for all issues using the technical resources and monitoring tools available
- Ensure Incident Management procedures are followed
- Ensure accurate and relevant logging of all customer requests and incidents using call logging software
- Attempt to resolve user issues before they require escalating
- Provide direct support for the teacher & learning process, as required in particular role/location in liaison with the academic Head of IT.
- Manage all documentation and asset registers and provide users with training guides
- Support staff in using IT equipment and provide training on new software and hardware as necessary.

To be able to successfully troubleshoot all aspects of the day-to -day use of the school network. This includes:

- Responsibility for SCCM incidents and procedures
- Ability to perform a wide range of hardware repairs and upgrades.
- Ability to detect, diagnose and resolve most PC, printer and peripheral device faults.
- Ability to follow instructions to install and upgrade client/server applications.
- Ability to identify application compatibility issues.
- Install software and CDs on server, trouble-shooting installation.
- Maintain hardware and software
- Manage the structure of a VLE
- Create network shares and manage access rights.
- Monitor system logs.
- Note risks to IT systems and suggest precautions.
- Follow extended maintenance procedures according to a defined schedule.
- Ensure basic Health and Safety checks are carried out and escalate problems as required.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.
- Able to work independently, to show initiative and to manage their own time
- To be able to work closely with suppliers, to place orders and to manage delivery and implementation of goods (hardware or software).
- Provide 2nd line support for the entire network infrastructure
- Prioritise problems and work towards their solution
- Record detailed diagnostic information
- Document systems and procedures.
- Ensure that all computer facilities are ready to be used at the start of every day.
- To undertake training and exams that are required to be completed in accordance with your yearly personal development plan.

ADDITIONAL DUTIES:

- Out of hour's work will be needed from time to time to ensure the network is always available. This may require working at evenings and weekends from time-to- time.
- Undertake appropriate learning and training as directed to keep abreast of development in IT as it relates to all of the school's systems
- Undertake such duties as the Heads, or those delegated by them, may from time to time reasonably request within the level of the post, eg. Demonstration of IT facilities during public events.
- The post holder must comply with the Data Protection Act 1988, the Computer Misuse Act 1990 and all other policies operating at the school.
- To report any Health & Safety problems relating to IT equipment to the Health & Safety Manager.

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff and volunteers to share this commitment.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the School's commitment to high quality service provision.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

PERSON SPECIFICATION

The following person specification indicates those areas that are either essential or desirable in the candidates shortlisted for interview	Essential	Desirable
Experience and knowledge of Active Directory, WIFI, SharePoint Online and Office 365, Windows 10, All MS Office Suites	✓	
IT qualification and experience	✓	
Knowledge of both general IT H&S issues relating to work, both for self and all potential users	✓	
Ability to train towards relevant IT qualifications	✓	
Excellent customer service skills	✓	
SCCM Level 2 Experience with Package Deployment	✓	
Experience maintaining and developing a VLE		✓
Confident personality	✓	
Strong communication skills	✓	
Good organisational and problem solving skills	✓	
A good level of written and spoken English appropriate to the context and audience	✓	
Experience of working within an educational setting		✓
Experience of working with people of all ages		✓
Experience of training others		✓
Reliability and Flexibility	✓	
An appreciation of the various stages in procurement and different roles of staff	✓	
A genuine interest in keeping up to date with IT development	✓	
A desire to develop knowledge and skills through attending relevant courses and actively seeking to broaden knowledge and skills relevant to responsibilities.	✓	
A desire to maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support	✓	
Able to work effectively on their own as well as part of a team	✓	
Ability to effectively organise own time	✓	
Commitment to own professional development	✓	
Ability to keep calm under pressure	✓	
Pass Written Technical Assessment with a minimum of 70%	✓	
Commitment to high standards and to raising these standards	✓	
Ability to be positive and enthusiastic	✓	

FURTHER INFORMATION

All of our staff benefit from a competitive remuneration package, including:

- 25 days' holiday to be taken during school closure periods
- Membership of a generous money purchase pension scheme for all support staff which includes 3 x salary life assurance cover
- Free access to an Employee discount Club, which offers discounted rates on a range of products and services, including insurance, holidays and travel, fashion and retail
- Discounted school fees for permanent staff working at, or for, the Foundation Schools
- Discounted off-peak membership at our onsite gym, Nuffield Health
- Membership of the Simply Health Cash Plan Scheme, which gives financial support towards the cost of optical, dental and medical costs as well as a free 24 hour advice line for all staff
- A range of family-friendly benefits including enhanced maternity pay and childcare vouchers
- Season ticket loan
- Onsite parking
- Lunch is available onsite during term time

CONDITIONS OF SERVICE

This position is offered as a permanent, full-time, full-year contract commencing January/February 2018.

The Desktop Support Engineer will work 5 days per week, Monday to Friday. The hours are 8.00am to 5.00pm (40 hours per week) with a one-hour unpaid lunch break. There will be an occasional requirement for out of hours work to ensure the network is always available throughout the year. This may require working at evenings and weekends. Any changes will be mutually agreed in advance with your line manager and time off in lieu will be given.

The salary range for this post will be Point 20-24 on the Whitgift Foundation Support Staff Salary Scale, dependant on qualifications and relevant experience. The full-time salary will be £25,356.00-28,479.00 per annum.

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

To apply, please visit www.whitgift.co.uk/vacancies. For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at SchoolHR@whitgift.co.uk.

Applications will be reviewed on a daily basis and we invite interested candidates to apply as soon as possible. **Closing date is midnight on Wednesday 13 December 2017. Interviews will be during the period 15-21 December 2017.**

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British Nationals are eligible to work in this country. Therefore any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal practice for the School to ask for original qualifications and professional membership documents as detailed on their application.

Whitgift School is committed to safeguarding and promoting the welfare of young people, and applicants must be willing to undergo safeguarding and child protection screening including checks with past employers and the Disclosure & Barring Service.

November 2017