



KING EDWARD VI HIGH SCHOOL FOR GIRLS

IT Technician

This is an exceptional opportunity to work at one of the UK's leading and most prestigious independent schools at an exciting time for the IT team, with the start of a new digital transformation strategy. This multi-year project will completely overhaul all aspects of the IT provision from the ground up with cloud first thinking, incorporating all the latest technologies in the process.

Being confident in your abilities, with interpersonal skills to match your technical expertise you will play a key role in the successful delivery of this project. This role will provide the right candidate with the opportunity to get in depth experience with a wide variety of the very latest technologies. It will suit someone with enthusiasm, a passion for IT and excellent organisational and communication skills.

Job Description

The IT Technician is required to:

- Provide exceptional 1st and 2nd line support to all users of the school, including staff, students, and visitors - ensuring a clear log of communication is maintained via the IT helpdesk
- Assist the IT manager with the delivery of a fit for purpose IT provision
- Assist the IT manager with full cycle project management including initiation, planning execution and closure
- Provide training, advice, and support to departments to ensure the IT provision meets their needs
- Liaise with and supervise contractors to ensure jobs are completed to a satisfactory standard and in line with expectation
- Contribute to the school's digital transformation strategy
- Deputise for the IT manager in their absence

Technical responsibilities:

- Maintain, configure and administer the school's IT provision including Windows 10/11, chrome books and MacOS
- Manage the reimaging and configuration of a range of devices across the school, including the use of WDS, Intune and MDM applications to ensure a streamlined and efficient approach
- Contribute to the administration and configuration of the School of King Edward VI Birmingham central Microsoft tenancy, in line with agreed policies and standards
- Contribute to the management and maintenance of the school's backup/disaster recovery solutions, notifying the IT manager of any concerns/issues that may arise
- Assist with the configuration, management, and maintenance of the school's cloud managed Cisco infrastructure network, including wireless networks and switching
- Manage the operation and maintenance of the school's internet connection, security system and filtering solution. Working closely with the managed service provider to ensure the solution meets the needs of the school

- Contribute to the management and ongoing maintenance (including ordering of consumables) of other technologies used within the school including (but not limited to) printers, photocopiers, VOIP, Access Control, digital signage, IP Audio Systems, and audio visual setups.
- Liaise with 3rd party support providers as required to overcome technical/hardware issues
- Maintain the user provisioning tool, ensuring users, groups and teams are created as appropriate
- Liaise with external organisations such as hardware and software vendors, support companies and other educational institutions regarding the operations and maintenance of server, desktop, and mobile systems

Administration responsibilities:

- Assist staff with the setup of assemblies, meetings, and other events where technology is used
- Maintain the asset management system, ensuring devices are registered appropriately
- Place orders for new equipment and consumables and review actual spend vs budget in liaison with the IT Manager
- Raise purchase orders and process invoices for the department
- Assist the IT Manager with obtaining quotes for capital works
- Manage the collection of redundant IT and their waste management

As a term of your employment, you will be required to undertake such duties as may be required of you, commensurate with your grade, as requested by your line manager, the Bursar or the Principal.

The role requires some element of manual handling and may, on rare occasions, involve the post holder having to work overtime. This will be agreed in advance with your line manager

General Requirements

All school staff are expected to:

- Work towards and support the school vision and the current school objectives outlined in the School Development Plan
- Support and contribute to the schools' responsibility for safeguarding students
- Work within the schools' Health and Safety Policy to ensure a safe working environment for staff, students and visitors.
- Work within the Foundation's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues
- Engage actively in the performance review process
- Undertake other reasonable duties related to the job purpose required from time to time

Terms and Conditions

Salary: £26,974 - £29,718 FTE dependent on experience

Hours: 37 hours per week, all year round* (Monday to Thursday 8.30am to 4.30pm and Friday 8.30am to 4pm with a 30-minute unpaid break every day)

** a term-time "plus" working pattern may be possible for the right candidate*

Benefits: Defined contribution pension scheme; free lunch provided in term time; free parking; up to 60% school fees discount at King Edward VI High School for Girls and King Edward's School (*subject to meeting admissions criteria*)

Person Specification

The ideal candidate will be required to show evidence of the following essential and desirable skills and qualities:

IT Skills (assessed in application, skills test and at interview)	Essential	Desirable
Be technically experienced and knowledgeable with the installation of windows and apple hardware, operating systems, and software	✓	
Experience of using Google Workspace for Education		✓
Experience of using Office365 including Outlook, OneDrive, and Intune	✓	
Knowledge of virtualisation technologies, such as Hyper-V and VMware		✓
Familiar with Microsoft Server operating systems	✓	
Experience with DHCP, DNS, Active Directory, and other associated Microsoft technologies	✓	
Experience of networking technologies including WPA2/3 VLAN, RADIUS.	✓	

Other Skills and Abilities (assessed in application, skills test and at interview)	Essential	Desirable
The ability to communicate effectively and appropriately; by telephone or in writing, and with a variety of audiences	✓	
Excellent customer service skills, with a 'people and service' ethic	✓	
The ability to work as part of a team or independently, fostering good relationships and showing initiative	✓	
Excellent attention to detail, with a meticulous and methodical approach	✓	
The ability to analyse and reflect on and improve processes		✓
The ability to keep calm under pressure, using own initiative to solve problems	✓	

Qualifications (assessed in application)	Essential	Desirable
At least four GCSEs grade A*-C (or equivalent)	✓	
Educated to A-level or equivalent	✓	
Educated to degree level or equivalent		✓

Experience (assessed in application)	Essential	Desirable
Experience of IT in an educational context		✓

Attitudes (assessed at interview)	Essential	Desirable
A professional attitude to work, being punctual, smart in appearance and carrying out the role with enthusiasm	✓	
A whole school community attitude to work, acknowledging the role of all employees in safeguarding children, providing equal opportunities for all, and aligning with the aims, ethos, and values of the school.	✓	

How to apply

To apply for this role, forward a completed application form (available for download at: <https://kehs.org.uk/useful-information/vacancies>) and a covering letter addressed to the David Wilson, IT Manager, outlining why you feel that your skills and experience would equip you to take on this role, by email to: recruitment@kes.org.uk

The deadline for applications is **9am Friday 9th December 2022**.

Interview date to be confirmed.

If you have any queries about the role or would like to discuss it in more detail, please contact the Assistant Bursar, Jenny Butterworth on j.butterworth@kehs.org.uk

King Edward VI High School for Girls is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. Applicants invited to interview will be required to provide proof of identity, preferably a birth certificate, although where this is not available we will accept other forms of ID. Online searches will also be carried out for all shortlisted candidates, as required by Keeping Children Safe in Education 2022. Successful candidates will be required to undergo an enhanced DBS check and other pre-employment checks. A copy of the School's Recruitment, Selection and Disclosure Policies is available on the website www.kehs.org.uk.