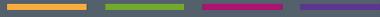




The Abbey

Senior IT Engineer

Candidate Information



The Abbey

Leading with Confidence
Learning with Purpose
Living with Joy



The Abbey

Welcome from the Head

Will le Fleming



Click on Will's photo to find a Welcome
from the Head video.



Job overview

Under the leadership of the Head of IT Operations, the Abbey IT team is responsible for the development and maintenance of the IT infrastructure, applications, and user support.

We are actively seeking an experienced and dynamic Senior IT Engineer to take a leading role in the management and development of our school's technology infrastructure. The successful candidate will play a crucial role in ensuring the seamless operation, maintenance, and continuous development of our digital ecosystem. Reporting to the Head of IT Operations and collaborating closely with the IT Service Desk Manager, the Senior IT Engineer will contribute to the implementation of new infrastructure and services, whilst also troubleshooting network, hardware, software, and cloud-based services issues. Moreover, they will provide technical support and guidance to staff and students, maintaining a high standard of customer service.



The Team

- Head of IT Operations: Responsible for delivering IT services within the school.
- IT Service Desk Manager: Oversees day-to-day IT service desk operations with support from IT technician(s).
- Database and Applications Manager: Manages data management and key applications across the school.
- Theatre Production and AV Services Manager: Handles AV and digital support for productions and events.





The Abbey

Technical environment

The Abbey adopts a hybrid approach to its digital ecosystem, rooted in Google with strategic use of Microsoft tools.

The IT infrastructure spans four urban area sites with resilient uplinks, incorporating on-premise and cloud-hosted solutions. Next-generation firewalls and enterprise-grade Wi-Fi installations ensure robust internet connections across all sites. The school provides Surfaces for Senior School teaching staff, while the Junior School classrooms are equipped with desktop PCs and interactive screens. The Senior School is transitioning to a 1-to-1 Surface Pro scheme, and the Junior School adopts a 1-to-1 iPad program.

Key responsibilities

- Support and maintain key technology infrastructure, including the network, servers, and storage.
- Provide technical support to staff and students, resolving hardware, software, and network-related issues.
- Be a proactive member of the Service Desk, addressing escalated tickets with accurate troubleshooting documentation.
- Install, configure, and maintain software applications and operating systems on various devices.
- Implement and develop new infrastructure and systems within the school.
- Assist the IT team in large-scale IT projects.
- Research and evaluate new technology solutions, providing purchase recommendations.
- Collaborate with the Head of IT Operations to ensure regular updates and enhancements to security measures.





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Candidate requirements

Required experience with the following technologies:

- Windows operating systems (10, 11 and Windows Server)
- Server and storage hardware
- Active directory, DNS, DHCP
- Switching and routing
- Hyper-V and virtual machines
- Administration of Google Workspace
- Firewall rules and policies
- SCCM/MEM device management
- Backup and replication solutions

Desired experiences with the following technologies:

- iPads, Apple Macs including the use of a MDM
- Papercut print management
- IP telephony
- Door access systems
- Management Information Systems
- 1:1 device schemes – Hardware, and software support



The Abbey

Candidate requirements

Person specification

- Effective teamwork and problem-solving skills.
- Flexible approach to problem-solving.
- Strong customer service orientation.
- Education sector experience is advantageous but not mandatory.
- Have excellent communication and organisational skills
- Seek to demonstrate and encourage our key purpose in all ways: to equip students to live with confidence, purpose and joy
- Demonstrate and represent the School's values of courage, honesty and kindness
- Committed to promoting the wellbeing of students

Qualifications

- Previous or current experience as an IT Technician/Engineer
- Experience in 2nd or 3rd line IT support, both remote and in-person.
- Professional qualifications ie MCSA, CCNA desirable but not essential experience is not essential.



About The Abbey



Staff and governance

The Abbey School has over 1,000 students on roll with over 700 in the Senior School. The School has a workforce of approx. 350 Teaching and Support Staff.

Values

Our values are courage, honesty, and kindness. We champion them every day; we are informed and tested by the positive tension that exists between them; and we seek to examine all our actions and choices in their light.

Purpose

Working in partnership with families, we support each individual student to expand their horizons, discover their passions and fulfil their potential.

We offer academic excellence, extra-curricular opportunity and pastoral assurance within an environment prioritising kindness and fellowship.

Our objective over 130 years of leadership, innovation and reform has been to provide a liberal, practical and general education. That remains true today:

- Liberal in thought, tolerance, and generosity
- Practical in preparing students to face a changing world on their own terms, excited by opportunity, resolute towards uncertainty and committed to leadership and service
- General in the remarkable breadth and range of experience and encouragement to participate



Reading town

The Abbey's town centre location places us at the heart of a thriving, busy and diverse community, whilst our extensive coach network helps provide accessibility from locations across Oxfordshire and Berkshire for both Junior and Senior girls.

As one of the most vibrant towns in the UK, with a focus on technology and innovation industries, Reading offers wonderful opportunities, from the glories of the Chilterns and the Thames, and beautiful parks, to outstanding shopping and a constantly evolving restaurant scene.

Getting to The Abbey

By Car - ten mins from the M4, Junction 10 or 11

By Bus - The Abbey is served by the no. 21 bus which stops outside of the school

By Train - 10 minute walk from Reading Train Station





The Abbey

Package

This is a full time, permanent position starting as soon as possible.

Salary

Competitive salary reflecting qualifications and experience

Pension

All eligible, non-teaching employees will be automatically enrolled into the non-contributory Group Pension Scheme, run by ReAssure after 3 months employment with the school. The School contributes 8.35% of the monthly salary into the pension scheme.

Location

**The Abbey Senior School
Kendrick Road,
Reading, RG1 5DZ**



Abbey life & benefits



Dining



Electric Vehicle Leasing Scheme



Free Parking



Cycle Scheme



Sports Facilities



Employee Assistance Programme (EAP)



Pension



Income Protection



Family Friendly Policies



Concessions and Discounts



Private Healthcare Scheme



Interest Free Season Ticket Loan



Professional Development



Staff Accommodation



IT equipment and resources



Application

Candidates will be invited to attend a formal interview and have a tour of the school. Applications will be dealt with as we receive them. We reserve the right to close the application process early if a suitable candidate becomes available. We therefore actively encourage early applications.

Closing date

19 April 2024

Application Form

[Click here to download
the application form](#)



The Abbey



The Abbey

Terms and conditions

Diversity and inclusion

The Abbey is passionately committed to promoting and supporting a diverse and inclusive community of staff and students. We seek to offer fair and inclusive interview and employment policies and arrangements that avoid bias and support all applicants and staff equally.

Safeguarding

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Health and safety – it is a duty of employees:

- To be familiar with, and conform to, the School's Health and Safety Policy and procedures
- To take reasonable care of themselves and other persons who may be affected by their acts or omissions at work
- To cooperate with employers in order to ensure that employers' duties can be performed and complied with
- To report all accidents and damage immediately
- To report all observed hazards or dangerous occurrences immediately
- Neither intentionally nor recklessly to interfere with any equipment provided

Security

All employees are required to remain vigilant on the School premises and to report any security issues to the Head of Finance and Resources immediately.

Terms of employment

Under current legislation, the School is required to advise applicants that this appointment will be subject to a satisfactory enhanced criminal record check by the Disclosure and Barring Service.

Details of any criminal record (spent or unspent, due to exemption from the Rehabilitation of Offenders Act 1974) must be disclosed at interview. Only relevant convictions and other information will be considered, so disclosure need not necessarily be a bar to obtaining a position at this School.