



Candidate brief for the position of

IT Support Analyst/Engineer

to start As Soon as Possible



D'OVERBROECK'S
OXFORD



The school

d'Overbroeck's is a co-educational independent day and boarding school in Oxford for students aged 11 – 18. The school roll currently stands at c 600, and this is set to grow in the coming years.

The school was founded in 1977. Initially only a sixth form, d'Overbroeck's successfully pursued a policy of extending its age range, becoming an all-through 11 – 18 school in 2005.

In a city and a county which boast a good number of independent schools with resounding names and long histories, d'Overbroeck's has, in a comparatively short time, established itself as a thriving, forward-looking and highly successful school with a robustly distinctive ethos, an outstanding staff team, and a strong reputation for the quality of its educational and pastoral provision.

The school is currently in a phase of rapid growth and expansion.

In September 2017 all sixth form teaching moved to its new site at 333 Banbury Road and the d'Overbroeck's International School moved into the Swan Building, which was previously used for sixth form teaching.

Taken together, these changes have brought substantially more physical space and enable the school to take its facilities and its educational provision to a whole new level in a host of areas including the sciences, art, music and drama, as well as its library, social and dining provision. This is, therefore, an opportunity to join the school at an enormously exciting point in its development.



Our ethos

Academic achievement and personal growth are at the heart of what we aim to achieve at d'Overbroeck's; and the school's success in achieving these goals is evident in students' achievements and in the enthusiastic endorsement we receive from current and former parents and students.

The dominant note at d'Overbroeck's is one of purposeful informality. The ethos is firmly built on personal relationships, on a relative lack of stuffiness and overly-formal hierarchies and on a strong conviction that the individual lies at the heart of the school.

The school believes in leading by example, in a healthy dose of flexibility and in the power of laughter and humanity. 'Enthusiasm', 'maturity' and 'courtesy' are words that very frequently feature in the observations of visitors to the school. This is an environment which

gives people – staff as much as students – the space to grow, to learn, to engage with complexity and to achieve their goals, while also making time for friendship, for laughter and for living life to the full.

The policy at d'Overbroeck's is for everyone, staff and students, to be on first-name terms throughout the school. The school's experience is that this fosters more mutual respect and truer, more motivating interactions between staff and students.

Students wear school uniform up to Year 11 (there is no uniform in the Sixth Form). This is a relatively light-touch uniform, designed to allow each student a sense of her or his own individual personality.

d'Overbroeck's does not have any particular religious affiliation and welcomes students and staff of all faiths and none.

'A defining characteristic of d'Overbroeck's is its close-knit, informal atmosphere within which students grow in confidence, self-esteem, respect for themselves and for others. Students are very supportive of each other and behaviour throughout is excellent, exemplified in considerate, warm relationships.'

ISI inspection report, October 2013

Structure of the school

The school consists of three sections on different sites in North Oxford: Years 7-11, the Sixth Form and the International School. Due in part to its history and in part to the physical configuration of its buildings, d'Overbroeck's is a mushroom-shaped school. The Sixth Form is numerically the largest part of the school: in addition to students progressing from the lower years into the Sixth Form, we draw a large intake of students (around 130 or so at present) directly into the Lower Sixth each year – a combination of local and international students.

As the present time, the composition of the school is as follows:

Years 7-11 – 190 students; all day students. Based at Leckford Road, OX2 6HX.

The Sixth Form – 335 students; a mixture of day and boarding. Based at a new purpose-built site at 333 Banbury Road that opened in September 2017.

The International School – around 70 international students who are all boarders. The move into the Swan Building in September 2017 has provided considerably more space and greatly improved facilities, including laboratories and an art room. We fully expect the student numbers in the International School to increase in the coming years.

333 Banbury Road

From September 2017, when the new site at 333 Banbury Road was completed, the Sixth Form benefitted from a considerable upgrade in facilities and physical space. The new building includes five science laboratories and spacious suites for art, music and drama, as well as more library and common room space.

The new Hall provides daily dining facilities for staff and students as well as a 180-seater auditorium for music, drama performances and all kinds of other school events, not only for the Sixth Form but for the whole school.





Teaching and learning

d'Overbroeck's offers a broad academic curriculum with a wide choice of subjects at GCSE and A level. Students in the International School are prepared for IGCSE examinations.

The school places an emphasis on fostering resilience and independent learning skills, and this starts as early as Year 7. In the Sixth Form, many students complete an EPQ alongside their A level programme, and students regularly take part in Maths and Science Olympiads. Special programmes are provided for Oxbridge and medical / veterinary applicants. A wide range of trips and visiting speakers enriches the taught curriculum.

A Personal Development (PSHE) programme is integrated into the curriculum from Year 7 through to Year 11 and students in the Lower Sixth have an Enrichment Programme which introduces them to information, views and debates on a wide range of issues. There is a focus on reflective teaching and on CPD and the school has repeatedly been complimented by ISTip on its work in supporting NQTs through their induction year.

The teaching approach at d'Overbroeck's has always been built around comparatively small classes. Classes are generally kept to a maximum of 15 students up to Year 11 and up to 10 students in the Sixth Form.

Classes in the International School are usually kept to a maximum of 10.

In the International Section, most students follow a one-year programme which prepares them for IGCSE exams in up to 8 subjects alongside intensive teaching in English for academic purposes (EAP). The School also offers a two-year IGCSE programme for younger students, which runs alongside the current one-year programme.

Exam results are very strong. At A level, both raw results and value-added data show impressive achievement across the ability range, and progression to Oxbridge and other top Russell Group universities is consistently strong.

Boarding

There are currently around 180 residential boarders at d'Overbroeck's, and this number is set to increase in the next few years as the school grows. We take day pupils only in Years 7-11 so our boarders are either in the Sixth Form (where around half the students are boarders) or in the International Section (where almost all the students board).

For some of our boarders home is just 30 or 40 miles away; for others it is another part of the world. Some will have boarded before while for others this may be the first experience of being away from home and family.

Whichever it is, our aim is to create a close-knit, homely boarding environment where students are physically comfortable and personally at ease; where they can live and work happily, enjoy freshly-cooked, well-balanced meals and make strong and lasting friendships. Like our teaching space, our boarding provision has seen considerable development.

A brand new sixth form boarding house, known as Islip House, opened in September 2017. We have two further boarding houses in the North Oxford area for Sixth Form. The majority of Upper Sixth opt for accommodation with a host family for their final year.

Our International School has also increased its boarding accommodation in Central Oxford and also in a relaxing tranquil campus on the outskirts of Oxford.



Extra-curricular

Alongside the academic curriculum, a varied and vibrant programme of co-curricular activities opens up all sorts of opportunities for students throughout the age range. Sport is varied and wide-ranging, music and drama are very strong and concerts and school productions are always big events to look forward to.

Though it does not have its own playing fields or sporting facilities, the school is fortunate to have the use of an excellent range of venues and facilities nearby, including those of Oxford University at Iffley Road, and these are used on a daily basis.

'It's hard to imagine a better school for nurturing and developing students.... Without exception all staff are dedicated to the aspirations of the school, resulting in a lovely and thriving atmosphere that produces excellent results and well-rounded teenagers!'

Parent survey, 2015





Association membership

d'Overbroeck's is a member of the Independent Schools Council (ISC), the Society of Heads of independent schools and of the Boarding Schools Association. The school is also an associate member of AGBIS.

Accreditation and inspection

d'Overbroeck's is an accredited member of the Independent Schools Council.

The most recent ISI inspection took place in October 2017. This was a regulatory compliance inspection, which found the School to be fully compliant. Prior to that, the most recent full integrated ISI inspection was in October 2013, and the school was judged 'Excellent' in all aspects of its educational and boarding provision. Notably, the inspection team also noted the 'extremely high levels of satisfaction with the school overall' expressed in the parental responses in the pre-inspection survey. Informally, the school was told that these were exceptionally high, even by the high standards of most independent schools.

In addition, the school's International School is regularly inspected by the British Council. The most recent inspection took place in September 2015, and this too resulted in a highly complimentary report which was fulsome in its recognition of the school's strengths. Copies of both the ISI and the British Council reports can be found at:
www.doverbroecks.com/inspection

Safer recruitment

d'Overbroeck's is committed to safeguarding and promoting the welfare of all its students, and this is a responsibility that is shared by all members of staff. The successful candidate will be subject to an enhanced DBS disclosure. Please see the section on Disclosure below.

Disclosure

Please note that d'Overbroeck's school aims to promote equality of opportunity for all with the right mix of talents, skills and potential, without respect to age, gender or race and welcomes applications from diverse candidates. As d'Overbroeck's meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure of criminal background from the Disclosure and Barring Service before their appointment is confirmed. This will include details of cautions, reprimands and final warnings, as well as convictions. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Further information about the disclosure scheme can be found at www.gov.uk/government/organisations/disclosure-and-barring-service/about.

IT Support Analyst/Engineer

We are looking for a full-time, permanent IT Support Analyst/Engineer to provide a high level of support to a specific site at d’Overbroeck’s and its residences. As well as providing support services, this position requires you to take full responsibility for a school-wide system, enabling you to develop your skills in this particular technology

Role overview

The core responsibilities of this position revolve around providing a highly-responsive 1st-line support for a specific school site. This will involve responding immediately to support issues that arise in classrooms during lessons, as well as carrying out preventative maintenance on core systems and equipment to ensure a high level of reliability. Being an educational establishment, the priority will lie in ensuring the teachers are able to deliver their lessons to the high standard that we expect of them. As such, the successful candidate will be expected to deliver a high level of first-time fixes to classrooms when required, so that teachers can rely on IT when planning and teaching.

The technical environment is Microsoft-based, with a School Management system (MS-SQL), timetabling system, VLE and various other school-related systems. The email system is on-premises Exchange, with plans to migrate to the cloud, including Office365. The servers are virtualised, and storage is SAN-based, with a failover in place between two SAN units at different sites. The classrooms are equipped with interactive whiteboards or projectors. There are three main school sites and a number of residences on different sites. Wi-Fi services are provided throughout. A contract is in place for the provision of copy/print services, a vital service to the school.

Another key aspect of this role is to support the maintenance of a secure environment that meets the needs of the regulatory frameworks that govern the school environment (including Safeguarding and GDPR).

Duties and responsibilities

The details below aim to give a sense of the breadth and depth of the responsibilities of the role, not an exhaustive description of every requirement.

- Respond immediately to support issues that arise in classrooms during lessons
- Provide a suitable level of support services to all other areas of the site
- Develop specific expertise to ensure a high level of first-time fixes to classroom support issues
- Carry out preventative maintenance on core systems and equipment to ensure a high level of reliability
- Maintain and support classroom equipment so that teachers can rely on IT when planning and teaching
- Provide support to school residences when required
- Ensure that copy/print services work reliably
- Maintain documentation for your systems and processes
- Work closely with school staff to meet their specific needs
- Play a part in delivering projects, following the required project management processes
- Proactively review monitoring reports to identify problems early
- Take your turn in holding the out-of-hours phone to deal with any emergency issues that may arise
- Develop your expertise in a school-wide technology, alongside supporting your site

- Maintain a ticketing system for managing support requests and reporting on the details and trends of support required by the school
- Identify and remove single points of failure in systems, services or skills
- Work with third party suppliers to co-ordinate support and maintenance of on-site equipment
- Maintain a suitable stock of spares to enable broken equipment to be swapped out quickly
- Where appropriate, enable staff to perform basic trouble-shooting of common issues
- Maintain an up-to-date record of IT equipment
- Maintain appropriate levels of security across all IT systems, as specified by the IT Manager
- Ensure familiarity with back-up and restore systems and procedures, and check status reports for your site on a daily basis
- Ensure up-to-date comprehensive protection against virus and malware attacks of all kinds
- Play an active role in your own professional development
- Maintain a good work-life balance
- Comply with team and school policies and procedures

Person Specification

We are ideally looking for someone who has:

- A genuine enthusiasm for providing outstanding customer Service
- Experience of providing IT support in a networked environment
- Knowledge of Microsoft server and desktop Operating Systems
- Experience configuring and troubleshooting basic AD services, including user accounts, permissions, profiles and group policies
- Experience supporting and maintaining projectors
- Experience supporting print and copy devices
- Experience of working with suppliers, for example to trouble-shoot issues, carry out site surveys
- Experience using a ticketing system for administering support requests
- Knowledge of the importance of preventative maintenance
- Experience resolving basic Wi-Fi issues
- Up-to-date technical knowledge of one or more of the following types of technology:
 - Backup systems
 - Antivirus/malware systems
 - Virtualisation platforms
 - Cabled network environments
 - Internet filtering technologies
 - Monitoring and alerting systems
 - SAN systems
 - RDP

It would be desirable for you to be able to demonstrate

- Experience of assisting recovery from a system failure
- Up-to-date technical knowledge of one or more of the following specific technologies:
 - Microsoft Exchange
 - Microsoft Office365
 - Microsoft WSUS
 - Microsoft SCCM
 - Apple OSX
 - Apple iOS

Salary and hours

This is a full-time position, working an average of 37.5 hours per week.

In the first instance, the salary for this role will be £29,000.00.

Applications

Applicants should complete the Form entitled Application for a non-Teaching Post which can be downloaded from www.doverbroecks.com/posts.

The Application Form, full Curriculum Vitae and a covering letter should be emailed to HR@doverbroecks.com and a signed copy sent to:

Helena Barron
d'Overbroeck's
333 Banbury Road
Oxford
OX2 7PL

Please apply as soon as possible, but no later than 25 February 2019. Interviews will be held as soon as possible in the New Year.

Short-listed applicants will be notified of the interview arrangements as soon as possible after short-listing.



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