Post of Senior IT Technician

St. Mary’s is an independent boarding and day school of approximately 325 girls aged 11-18, with a strong academic reputation. Most of the girls go on to university, several to Oxbridge, to read a wide variety of subjects. St Margaret’s is a primary school of approximately 250 boys and girls aged 4-11.

We are looking for a full-time Senior IT Technician to work with the Network Manager to manage all school IT requirements, maintenance and IT support throughout St Mary’s School, the Sports Centre and St Margaret's Prep School.

Both Schools are committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. Appointment to the post is subject to a satisfactory enhanced CRB check.
The Computer Services Department

ICT is used throughout the schools and Sports Centre as a teaching, administrative and management tool and a means to communicate with parents and the outside world, and it is imperative that systems are reliable and well-supported with the needs of the curriculum of paramount importance. St Mary’s and St. Margaret’s and the Sports Centre provide extensive computer provision for their staff and pupils, as well as to support all management, administrative and alumni functions. Currently over 200 desktop computers are used by teaching and support staff and another 200 or so pupils have personal laptops that are connected to the school network. The desktop computers all currently run Windows XP, where as the personal laptops run a mixture including Windows 7 and Mac OS. The buildings are connected with Fibre, which includes the Sports Centre and St. Margaret's.

Person Specification

The person appointed will have experience of the following:

- Help Desk Support
- Desktop operating systems - Windows XP, Vista, 7 and Mac OS X
- Server operating systems - Windows Server 2003 and 2008
- Basic networking skills
- Active Directory and Exchange Server
- Basic Web skills including HTML and CSS
- Server side Web technologies such as PHP or ASP.NET

He/she should:

- be a team player
- have a strong customer service orientation
- be able to communicate well and to interact with staff, parents and pupils
- be independent and willing to think through problems
- be able to prioritise, organise and respond to a wide variety of tasks
- enjoy working in a challenging and often demanding environment.
JOB DESCRIPTION

The role of Senior IT Technician, reporting directly to the Network Manager, is to support all the IT equipment around the School, the Sports Centre and is the first point of contact for issues related to the St Margaret's network, keeping the Network Manager informed of all developments. The role requires working closely with the Network Manager to ensure all equipment and services are robust and reliable. The Intranet/VLE is currently in an important stage of development; supporting and pushing this forward is also a major part of the role.

Responsibilities:

1. **Supporting IT equipment**
   a. Supporting all IT equipment used by staff / pupils, this includes Desktop PCs, Staff Laptops, Interactive Whiteboards and Printers/Photocopiers
   b. Rebuilding computers/laptops when required

2. **Intranet/VLE Development**
   a. Helping departments extend their sections on the VLE
   b. Maintain the Computer Services Department section of the VLE
   c. Come up with new ideas for the VLE, this could involve writing plug-ins to integrate with existing systems, such as the MIS

3. **Helpdesk Support**
   a. Supporting all users via email, phone and in person.
   b. Monitor and record all helpdesk requests

4. **Assisting the Prep School**
   a. Liaise with the Head of ICT at St Margaret’s
   b. Assisting the Student IT Technician at St Margaret’s when needed

5. **Training of Placement Students**
   a. Support the Student IT Technician
   b. Training new Student IT Technicians every year
**Other Information**

Working hours are 40 hrs pw between 8am and 6.30pm Monday – Friday, usually 8-5pm or 9.30-6.30pm as required by the department.

The Senior IT Technician is entitled to 25 days holiday (plus 3-4 days at Christmas and Bank Holidays when the school is closed).

A discount at the Sports Centre is also available for full time staff.

Salary will depend on experience and qualifications but will be in the region of between £18,473 and £20,511 per annum.

**How to apply**

Applications, consisting of the standard application form, a covering letter and a CV with the names and addresses of three referees, should be sent to:

The Headmistress  
St Mary’s School  
Calne  
Wiltshire  
SN11 0DF

**Email:** sara.whiteside@stmaryscalne.org

Closing date for applications Tuesday 19th April 2011.

Interviews will be conducted in the week beginning 2nd May 2011.