JUNIOR IT TECHNICIAN

JOB DESCRIPTION

Job Summary

St Mary's Calne is a leading independent boarding and day school for girls aged 11-18. As a community, we thrive amidst a culture of high expectations and the education and extra-curricular opportunities we provide enable our pupils to develop into well-rounded individuals who are equipped to excel as adults.

The Junior IT Technician will help to support the busy internal helpdesk working with both staff and pupils to troubleshoot any IT issues that may arise. Working within a small team, the post holder will also assist the Network Manager in the maintenance and development of new IT services. This post will primarily be based at St Mary's School, however the post holder may, on occasion be asked to support at our prep school, St Margaret's, situated on the same site to ensure the IT support is consistent across both schools. This will have the added advantage of allowing a broader experience of working in the educational sector.

Main Responsibilities

- Servicing of laptops and desktops
- Staffing the internal helpdesk
- Troubleshooting pupil, teaching staff and support staff IT queries and issues
- Assisting in the maintenance of the school LAN and WLAN
- Assisting the Network Manager in the maintenance and development of new IT services
- Maintaining a full written record of all work
- Maintaining the IT Asset Database
- Helping to develop and maintain a growing Office365 environment
- Printer management and consumable stock control
- Providing IT support for regular school events
- Opportunity to get involved with projects such as upgrading wireless and wired infrastructures

This list is not exhaustive and the Junior IT Technician will also be expected to undertake any other reasonable and appropriate duties as required by the school and will be encouraged to become involved in the wider life of the school.

Person Specification

	Essential	Desirable
Education, Qualifications and Training	• Educated to A Level or equivalent • Undertaking a degree level course with a work placement requirement	• IT qualifications • ECDL
Knowledge and Experience	• Knowledge of Windows – 7-10 and Mac OS X • Working with TCP/IP networks • Replacing hardware components in PCs and laptops	
Skills	• Good communication skills and able to work well with a variety of people • Be independent, willing to think through problems and advise on suitable courses of action • Enjoy working in a challenging and often demanding environment • A good team player who is also able to work alone when required • Good time management skills	• Windows Server 2008 to 2019 • Virtualisation technologies • Knowledge of Active Directory and Group Policy • HTML, CSS and ASP.NET • Previous IT support experience • Knowledge of SharePoint and Teams administration

St Mary's is committed to safeguarding and promoting the welfare of pupils. Due to the nature of the work involved, the successful applicant will be required to undertake an enhanced DBS check.

Extracts from the school's policy are appended as the final page of this document.

Appendix 1: Extract from St Mary's School Child Protection Policy

St Mary's Calne fully recognises its responsibilities for Child Protection.

We are dedicated to safeguarding and promoting the welfare of our pupils, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation or culture. We follow the child protection procedures set out by Wiltshire's "Safeguarding Vulnerable People Partnership". We understand the need to engage with the Safeguarding Vulnerable People Partnership and the statutory duty to cooperate if the school is named as a relevant agency. We have regard to statutory guidance issued by the Department for Education Keeping Children Safe in Education, 2021. Our policy takes full regard to Working Together to Safeguard Children 2018 (WT), What to do if you are Worried a Child is Being Abused (2015) and the National Minimum Boarding Standards (2015).

At St Mary's we have a 'Nominated Governor' to take leadership responsibility for the school's safeguarding arrangements.

What is safeguarding?

Safeguarding can be defined as promoting the physical and mental health, safety and welfare of all pupils.

Safeguarding is the responsibility of all adults, especially those working or volunteering with children. The school aims to help protect the children in its care by working consistently and appropriately with all relevant agencies to reduce risk and promote the welfare of children.

Staff:

• are advised to maintain an attitude of 'it could happen here' as far as safeguarding is concerned;

• should always act in the best interest of the child.

What is child protection?

Child protection is a part of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific children who are suffering, or at risk of suffering, significant harm.

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