



SENIOR ICT TECHNICIAN

Port Regis is one of the country's leading co-educational day and boarding schools for children aged two to thirteen. A school in which tradition and innovation have gone hand in hand for more than a century, we provide a thoughtful, rounded education that enables children to thrive. This education goes well beyond our beautiful buildings and outstanding facilities – it is rooted in our culture and values.

We seek an experienced and motivated Senior ICT Technician to join our team. This is an exciting time for the School's ICT Department as we implement a new MIS (ISAMs), devices for classroom learning and a new Parent Portal. The successful candidate will play a key role in supporting and delivering transformational ICT services inside our classrooms and throughout the school.

Hours of Work

The role is full-time all year round, 37.5 hours a week (08.00-16.00 or 09.00-17.00), Monday to Friday. Additional hours will be required from time to time during evenings and weekends in term time for troubleshooting, upgrades etc, for which time off in lieu will be given.

Remuneration and Benefits

The successful candidate can expect:

- Competitive salary, pension and holiday benefits.
- An employee assistance programme with extensive support in relation to wellbeing and wellness, finance and legal, work and personal issues, as well as a wide range of rewards and discounts.
- Complimentary use of the School's staff gym and Sports Centre.
- Delicious meals in our Dining Hall during term time.
- To join a delightful team and exceptional working environment.

Start Date

As soon as possible.

Job Description

These details are subject to change as the Bursar or any person acting on behalf of the Bursar may reasonably direct.

Reports to: ICT Network & Systems Manager

Key Responsibilities

- Delivering technical support and preventative maintenance processes to prevent and limit the impact of ICT issues.
- Create resources and training opportunities to support all users of ICT, so that technology is used appropriately and maximum value obtained.
- Maintenance of servers and upgrades.
- Ensure data protection, information security, back up and access control procedures are observed.
- Assist with administrative/operational processes on key systems (e.g. new pupil/new academic year information, timetable creation and changes, pupil report uploads to Parent Portal, new staff ICT access etc).
- Provide technical support through the helpdesk ticketing system, including guidance and training for teachers and support staff.
- Advise teachers and staff on the compatibility of software they may wish to use with the school's operating systems.
- Routine planned preventative maintenance of ICT equipment throughout the school.
- Operational matters with reprographic equipment and networked printers.
- Maintenance of ICT equipment throughout the school.
- Monitoring and overseeing virus software and internet usage to ensure safe practices.
- Ordering of ICT consumables as required to ensure minimum downtime.
- Obtain quotes for all ICT hardware for approval by Bursar and ordering of goods using the School's purchasing procedures.
- Installation of ICT equipment and cabling as required.
- Setting up of all AV equipment as required.
- Maintain inventory of tablets/laptops.
- Liaison with reprographics engineers and networking of printers.
- Routine maintenance of servers, switches, fibre optics etc.
- Planned routine maintenance of all projectors, bulbs and IWBs to extend usage.
- 'Trouble -shooting' of equipment failures and replacement with back -up equipment to ensure continuity for staff.
- Ensure all issues are resolved in a timely manner.

- ICT lesson technical support as required to include animation and videos etc.
- Setting up of CAD/CAM equipment as required, supporting teachers as required.
- Setting up of AV equipment for assemblies and productions.
- Maintain a safe ICT environment for the children.
- Attending training and information updates as required.
- Continual observation of security of equipment on site to ensure minimal risk to school.
- Attend staff meetings as required to cover ICT topics and operational issues.
- Ensure a thorough ICT induction and all necessary access arrangements for new staff.
- Providing all necessary ICT and AV equipment set up and support for meetings, events etc.
- Ensure compliance with all ICT related regulatory requirements such as data protection, eSafety, safeguarding and security.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing professional networks; benchmarking state-of-the-art practices.
- Maintain positive and effective communication with all members of the Port Regis community including pupils, staff, parents and Old Port Regians (OPRs); external users; the local community; and outside agencies.
- Ensure the reflection of Port Regis' values in all communications.
- Assist the Communications and Development team to promote the School.
- Undertake any other duties as may reasonably be required by the Bursar.

Person Specification

Essential

- A commitment to promoting and safeguarding the welfare of children.
- Excellent communicator (verbal and written) and ability to develop strong links with the Senior Leadership Team and staff body.
- In depth knowledge of ICT technologies, in particular Microsoft and including:
 - Virtualisation technology (VMware/HyperV, Storage, VDI)
 - Server Products (SQ, Windows Server, Exchange, WSUS/WDS, Zenworks)
 - Desktop Products (Windows, Office, Office365, Endpoint Security, LanSchool)
 - System Administration (User accounts, GPO, Access Control/Permissions)

- Networks (Switches, Routers, Security, Proxies, Firewalls, TCP/IP, VLANs, Wireless)
- Web Services (Hosting, DNS, HTML/PHP/MySQL, Social Media)
- Telecoms (VoIP Telephony, SIP, Leased Lines)
- Audio Visual (Projectors, Sound Systems, Interactive Technologies)
- Hardware (Servers/PC's, Tablets, Printers, Projectors, Phones, Storage etc.)
- Experience of diagnosing and resolving technical errors
- Experience of server and network infrastructure management
- Experience of implementing ICT system changes and updates
- Experience of providing ICT support through a service desk
- Excellent ICT and organisational skills
- Strong attention to detail, accuracy and problem-solving skills
- Ability to prioritise tasks
- Diplomacy and the ability to act with integrity, professionalism and confidentiality at all times
- Flexible and calm under pressure

Desired

- A level qualification or equivalent in ICT
- Prince 2 Foundation qualification
- ITIL Foundation certificate
- Experience of a similar role in a school setting
- Experience of ISAMs

Application Procedure

If you feel you can meet the requirements of the post, I would be delighted to hear from you. Please complete the application form linked with this advert and send it, along with a covering letter, to our HR Manager, Mrs Geraldine White at hr@portregis.com or via post to Port Regis, Motcombe Park, Shaftesbury, Dorset SP7 9QA **as soon as possible**. We are not specifying a closing date for this role. We will seek to interview suitable candidates as soon as possible following receipt of their application. Please register your interest with the HR Manager before applying where possible.

Please read our Explanatory Note for Prospective Staff and Child Protection & Safeguarding Policy before applying.

Diversity and Inclusion

Port Regis is committed to equality, diversity and inclusion. We encourage applications from a diverse range of suitably qualified candidates, including candidates wishing to work flexibly or requiring reasonable adjustments.

Kevin Binns
Bursar

Note: The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons, for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the school's Child Protection & Safeguarding Policy at all times. If, in the course of carrying out the role, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, they must report any concerns to the school's Designated Safeguarding Lead or to the Headmaster.