



Recruitment Information

ICT Services Technician

Employment Status	Full Time
Required From	ASAP
Job Location	Whole College
Application Closing Date	Thursday 9 January, 2020
Interviews Week Commencing	Monday 13 January, 2020



WELCOME TO ST DUNSTAN'S COLLEGE

Welcome to St Dunstan's!

We are very proud of this community and believe we offer something genuinely different and exciting for the families and staff who join us. Our Lewisham setting allows us the privilege of working in a diverse and vibrant school that, combined with our co-educational ethos and smaller size, engenders a culture that genuinely cherishes individuality and celebrates open-minded thinking.

Underpinned by a liberal, Christian heritage, we deliberately embellish the values embodied by St Dunstan, using the life of that great polymath to guide our own educational narrative. We are a dynamic institution, encouraging creativity and innovation in all we do. We want all our pupils to embrace the richness of the broad and cutting-edge education we offer here and our staff to be excited by what we are able to provide for the children under our care.

As a Nursery to Year 13 College, we pride ourselves on genuinely knowing our children and families, and we hope that everybody who joins us will feel an important part of this exciting community.

Mr N Hewlett

Headmaster

ST DUNSTAN'S COLLEGE

The history of St Dunstan's College can be traced back to 1408, making it one of the oldest schools in the country. It still retains strong links with the City of London, from where it originated. For the last 130 years the College has been located in Catford, within the Borough of Lewisham, in South East London. The location of the College is a key element in defining its identity and the College is proud of its reflection of the diverse and vibrant community in which it is located. The Headmaster is a member of HMC (The Headmasters' and Headmistresses' Conference) and the Head of the Junior School a member of IAPS (The Independent Association of Prep School Heads). The College Leadership Team, chaired by the Headmaster, consists of the Bursar, the Head of Junior School and the Deputy Heads of Senior School. Admission to the College is competitive at all entry points.

St Dunstan's has a truly coeducational ethos, following the admission of girls in 1994, for over 940 pupils aged from 3 to 18 years. The Pre-preparatory Department was established in 1995 and a Nursery followed in 2008. Both now form part of a flourishing Junior School which sits within the College site and, by extension, is an essential component of College identity. Most Junior School children transfer on to the Senior School as a natural transition. Parents like to commit to the whole-College 'family' and a large proportion of parents have more than one child at the College. The social life of the College is therefore an important feature of its ethos and our 'Friends of St Dunstan's' is as important in name as it is in what it achieves.

The College has enjoyed considerable development and refurbishment over recent years, with an investment of several million pounds and a significant programme of capital works planned for the next few years. The relatively recent acquisition of 30 acres of playing fields, just 500 metres away from the College buildings, provides an exciting opportunity for further development on both sites.

The size of the College is small compared to many of its competitors, offering all pupils cohesive community that celebrates individual talents, strengths and approaches to learning and development within a friendly, inclusive and nurturing environment. The diversity of the College is furthered by the inclusion of international students from a whole range of different countries around the world. The College has a particularly special link with Hangzhou, China.

The ethos of the College is welcoming, without pretence, and draws upon the liberal Christian values of its foundation. Relationships between all members of the community are based upon mutual respect and this is well embedded. St Dunstan's is a happy place in which to learn and teach, where great careers are launched and genuine friendships are forged.



THE DEPARTMENT

The in-house ICT Services Department consists of the Head of ICT Services, Deputy Head of ICT Services, ICT Services Technician and an ICT Services Apprentice. Further support, including the provision of an ICT Services Technician, is currently provided by a third-party expert contractor. The ICT Services Department supports the St Dunstan's Educational Foundation ('the Foundation') which comprises both St Dunstan's College as well as St Dunstan's Enterprises, which runs a Leisure Club and hires out other facilities.

The Foundation's ICT estate consists of approximately 1,200 users and over 500 computers. The Foundation has both Windows and Mac computers and is part of the London Grid for Learning. St Dunstan's Educational Foundation is at an extremely exciting phase in its development. Governors and College Leadership are working on ambitious expansion plans which involve significant capital build projects. There is a high demand on ICT support and service requests, and this will continue to grow as the College expands and as new ICT initiatives come online.

THE ROLE

This position is ideal for a dynamic and ambitious individual who is enthusiastic about all things technology. Although the primary focus on the role will be first line support for staff and pupils, there will be opportunities to develop your skills and get in on the ground floor of a very exciting time for the Foundation and the ICT Services Department. The role is ideal for someone who is interested in all facets of ICT including operating systems, networking and cloud technologies, scripting and more.

The successful candidate will be joining an enthusiastic and forward thinking ICT Services Department who are keen to share their knowledge and skills to develop those around them. The ICT Services Department, along with the recently appointed Head of Digital Learning and Innovation are reviewing the use of technology across the Foundation. The successful candidate will play a key role in helping to support these developments and have input into how new technologies are deployed across the Foundation.

The post is offered on a full-time basis.



JOB DESCRIPTION

Responsible to: Head of ICT Services but supervised by the Deputy Head of ICT Services

Provision of ICT Support

- Provide prioritised first line ICT support via telephone, face-to-face and the service desk.
- Log all jobs on the ICT Services Department's service desk. This includes emails, phone calls and walk-ins.
- Escalate jobs to other members of the ICT Services Department when necessary.
- Provide training and advice as required across the Foundation to all staff and pupils.
- Assist in the installation and testing of new ICT equipment, including hardware, peripherals, and software according to manufacturer instructions.
- Assist in the monitoring of system performance.
- Diagnose and resolve software and hardware faults.
- Perform regular checks, maintenance repairs and upgrades as required.
- Undertake monitoring, inventory and documentation of departmental stock and equipment as directed by the ICT Services Department's management.
- Work as part of the ICT Services Department to develop ideas and processes to ensure the security and integrity of the ICT systems are maintained.
- Liaise with third party companies for support with ICT issues.

General

- Undertake available training opportunities and demonstrate a commitment to continuous development.
- Demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Head of ICT Services.
- Engage in training opportunities to further develop skills and knowledge in key areas, such as desktop support, networking and operating systems.
- Perform such other tasks as may be reasonably required by the Head of ICT Services or by the Bursar.
- Carry out the above duties in accordance with the Foundation's policies.



PERSON SPECIFICATION

The following Experience and Skills are Essential/Desirable

	Essential	Desirable
Relevant ICT qualification or equivalent ICT experience.		X
Experience of providing ICT support within a customer focussed setting.		X
Knowledge and experience of Active Directory, Group Policy, SCCM, Microsoft 365 and iSAMS or other MIS.	X	
Analytical thinker, able to act on own initiative and prioritise own workload.	X	
Have a pleasant telephone and service manner.	X	
Possess good communication and liaison skills when dealing with a wide range of people.	X	
Be able to respond to a changing and expanding environment in a positive and flexible manner.	X	
Be able to work well in a team environment.	X	
5 GCSEs (or equivalent) at grades A-C including Maths and English	X	

THE PACKAGE

Salary: £25,000 - £30,000

Training: Training opportunities available

Pension: Contributory Pension Scheme ISPS (DC)*

Benefits: Tuition fee remission (which is means tested and capped) and no registration fee*
Health Cash Plan*
Free lunch and beverages during term time
Staff Accommodation (subject to availability)
Free off road parking
Reduced health club membership
Salary Sacrifice Schemes
Season Ticket Loan
Free winter and summer social events
Annual flu immunisation
Use of College leisure facilities including gym, tennis courts and pool*
Private Health Care Insurance (50% paid by employer)

* Conditions apply

