



ICS
INTERNATIONAL
COMMUNITY
SCHOOL

a proud member of globeducate

ICS is an independent, IB World School, founded in 1979, providing an international IB education to students aged 3 - 18. In addition, excellent examination results for its IB Diploma graduates, and a successful academic programme in both the primary and middle school, make the School a unique, exciting pedagogical offer for international, as well as British, families. Students graduate from the School and enter competitive university programmes around the world including the UK and the USA. A successful and highly regarded English Language Summer School – certified through the British Council - completes the academic provision of the School. ICS is part of the Globeducate group - a network of 51 premium international schools and online programmes educating more than 25,000 students in ten different countries and on three continents. The Globeducate mission is that *we prepare each student to become a global citizen who can shape the world* [<https://www.globeducate.com>]. We are also a member of the Independent Schools Association (ISA), a group of over 500 of the best independent schools in the UK.

ICS has a commitment to safeguarding and promoting the welfare of children and young people. All appointments are subject to Enhanced DBS checks/Overseas Police Checks and Prohibition check. During interview all candidates will be asked to talk through their applications, including periods when they were not working. ICS is committed to equal opportunities.

JOB TITLE
ICT 1st line onsite support engineer

REPORTING TO
Bursar

WORKING HOURS/DAY
Monday to Friday, 8.30 am to 5 pm, occasionally weekend/evenings as required

LOCATION
The school operates from 3 sites: 21 Star street W2 1QB 7B Wyndham Place W1H 1PN Winchester house 259-269 Old Marylebone Rd NW1 5RA

SALARY

Competitive - between £18-£23K per annum depending on experience

TERMS OF CONTRACT

August 2020

Full-time on a permanent contract. 6 months probation period.

HOLIDAYS

25 days per calendar year, plus 8 public holidays. The occupant of this post understands that there is an operational requirement to attend work at the beginning of each term, and at other times (as defined by the line manager).

APPRAISAL

Annually

SALARY REVIEW

On an annual basis. Increases, if any, to be based on individual performance, economic factors and School budgetary considerations

MAIN OBJECTIVE

The main responsibility of this role is to provide onsite support to teachers and students working closely with our outsource IT company.

This is a critical one man task to carry out 1st line support tasks over a multi-site school and the ideal candidate must be hands on and flexible to multi-task.

RESPONSIBILITIES/DUTIES**Main Duties**

- Responsible for effectively handling tickets requests being received by our outsource IT service desk team, and assist with these that requires hands on support
- Responsible for providing day-to-day IT support to students and staff
- Responsible for relocating equipment around the classrooms and schools
- Responsible for setting up a new hardware like desktops, laptops, and other similar end user devices
- Assist with any network patching, and network related issues
- Assist with the AV equipment, and any other IT related equipment required for classes
- Assist in setting up the rooms and equipment for exams periods, and invigilate during the times of the exams

- Assist with printer related issues, like paper jams, replacing ink toner, or training on how to use Papercut, the print audit software.
- Assist with large IT rollouts, like new desktops, laptops, tablets using various imaging software.
- Provide basic level of training to staff on how to use some of the IT hardware and software.
- Assist in creating end user guides for staff and students on how to use the various IT systems used by the schools
- Ensure all equipment in use and new equipment rolled out to the staff and students are maintained within the asset tag register
- Being able to handle hardware breakages and follows the necessary process for warranty handling, returns and storage procedure
- Assist with current and future IT projects and rollouts.

PERSON SPECIFICATION

JOB TITLE
ICT 1st line onsite support engineer

QUALIFICATIONS	
Essential	Desirable
Comp TIA IT Fundamentals or A+	MCP's or similar

EXPERIENCE	
Essential	Desirable
<ul style="list-style-type: none"> An ability to relate well to staff and students and other users, with good customer service skills Ability to work effectively an with ITIL accredited support desk, working closely with the service desk team handling tickets requests and managing day-to-day communications. Being able to identify and priorities themselves between incidents and change control requests Successful implementation of technology with a 'hands-on', day-by-day approach. An understanding and commitment to adhering to school policy on safeguarding 	<ul style="list-style-type: none"> Experience of working in schools

KNOWLEDGE	
Essential	Desirable
<ul style="list-style-type: none"> Handling end-user hardware like desktops, laptops, tablets and printers Basic understanding of Window 10, Mac OSX, and iOS operating systems & devices. Installing, Repairing, Upgrading and deploying various OS's & equipment. Basic understanding on patching, connecting devices to a network and patch panels. Troubleshooting interactive whiteboards and screens 	<ul style="list-style-type: none"> Work with telephone, CCTV, Door Entry systems Windows Server 2012 and above. Google Gsuite Administration PaperCut print management solution Working with MIS such as Open Apply, ManageBac, iSAMs Installing, Repairing, Upgrading and Deploying OSX Desktop JAMF MDM with iPads Maintaining AV equipment. Google Gsuite Administration PaperCut print management solution Knowledge of Web-filtering, E-Safety and Data protection, ISA compliance Network security experience

SKILLS**Essential**

- Excellent communication skills with both students and staff
- Self-motivated, with an ability to work on own initiative and as part of a team
- The ability to priorities, work calmly under pressure and respond positively to varying workloads and deadlines
- A willingness to work additional hours if required

Desirable

May 2020 DH