



MALVERN ST JAMES

Girls' School

IT Technician

**Full-time
39 hours per week
Monday-Friday**



MALVERN ST JAMES LTD

Malvern St James is a leading boarding and day school for girls between the ages of 4 and 19. There are approximately 400 pupils split equally between boarders and day girls.

The School is located in the heart of Malvern in Worcestershire, only two hours from London and one hour from Birmingham the school has excellent transport links, with Great Malvern station situated just opposite the main school building. The MSJ bus service covers five counties to pick up and return girls each day.

Aspiration, personal development and achievement lie at the heart of the School and each pupil is treated as an individual. Our aim is to promote excellence and innovation in teaching and learning throughout the school. Our commitment is to provide each girl with the challenges and support offered by a bespoke education which will allow her to develop her talents, character and academic abilities to the full. We prepare girls for the most competitive UK and international universities and pathways. In addition, we aim to foster and encourage a wide range of extra-curricular interests. This individual emphasis is complemented with teamwork and a sense of collective responsibility.

We offer pupils full, weekly and flexible boarding and day places, allowing both parents and daughters to choose the option that is right for them. Senior girls remain in school until 6.10pm each day and participate in the busy activities programme or supervised homework sessions.

Girls benefit from first class facilities which include an award-winning Science and Mathematics Centre which has been expanded to provide greater laboratory space and Mathematics teaching space, a Drama Studio, four ICT suites and a multi-media Language Laboratory. Our Sports Hall continues to expand both its facilities and services offered to the girls and staff for personal training and fitness. The School has a dedicated Sixth Form Centre for Day Girls and Boarders featuring a lively Café Culture recreational area.

We offer staff who come to work at the school:

- the opportunity to work with highly motivated staff and talented pupils
- commitment to your professional development
- convenient location in Malvern with excellent transport links
- competitive salary scale

MALVERN ST JAMES ENTERPRISES LTD

Malvern St James Enterprises Ltd is wholly owned and run by Malvern St James Ltd.

It was established in 2008 to develop non-fee income to support new initiatives for the School. The organisation's development team promotes the lettings of School facilities to the public and the community and also runs a variety of summer/holiday School lettings and functions.

Further details are available on our website: www.malvernstjames.co.uk

JOB DESCRIPTION

JOB TITLE: IT Technician

HOURS: 39 hours per week

RESPONSIBLE TO: Director of Operations and Compliance

Job Summary

The IT Technician will be integral to the IT Department, helping to support the technical aspect of school life. The span of the role will be wide ranging and requires enthusiasm for problem solving and a strong team player to assist colleagues & pupils across the various challenges of daily IT operations.

Key Aspects of the Role

- Providing day-to-day IT support to pupils and staff.
- Effectively handling ticket requests being received by our IT service desk.
- Perform installations, maintenance, upgrades, and repairs as necessary to all IT hardware, including desktops, laptops, tablets, printers, interactive screens & projectors.
- Relocating equipment around the School.
- Setting up AV equipment, and any other IT related equipment required for classes.
- Assisting with network patching, cabling, and network related issues.
- Setting up the rooms and equipment for exams periods.
- Maintain the Asset Register (both Hardware and Software)

Essential Role Requirements

- 1-2 years' minimum experience working in a busy help desk/desktop support role, ideally in an educational setting.
- Educated to A level or equivalent in IT based discipline.
- Experience using helpdesk tools to prioritise day to day workload, responding in a timely manner to tickets raised and communicating to the end user in line with service requirements.
- Experience using Windows Server systems and its components
- Experience using Microsoft Windows OS and Office Suite as well as cloud-based services, including Office 365 and G Suite.
- Experience using Active Directory and Group Policy.
- Knowledge of networking fundamentals including DHCP, DNS, VLANs
- Knowledge and experience of using a MIS, ideally in a School environment - iSAMS.
- Knowledge of server virtualisation environments
- Experience using Mobile Device Management (MDM)
- Experience of using functions of a broad range of other specialist software
- Basic understanding of Window 10, Mac OSX, iOS, Android and Chromebook operating systems & devices.
- An understanding and commitment to adhering to school policy on safeguarding.

Personal Attributes

- **Adaptability:** It is vital to have a "hands on" and "can do" approach.
- **Problem-solving:** Ability to interpret a problem and determine the best way to resolve it. This requires the use of critical thinking.
- **Patience:** You will be working closely with staff and pupils. Patience will be necessary in understanding the problem and working together toward a solution.

- Communication: Communicating well with staff and pupils enables their understanding of problems and potential solutions. Clearly stating the situation, following through with emails and phone calls and sharing resolutions will make the process flow smoothly.
- Endurance: Long hours and complicated projects require the ability to stay focused on objectives. You may also be involved in other aspects that are important to the operation of the business so development and maintenance of strong links with members across the School is paramount.

Salary and conditions

- Salary in the region of £22,000 - £24,000 per annum depending on experience
- This is a full-time, permanent role with flexibility over start and finish times if requested by management.

All school staff are expected to:

- a. Support the School's Boarding ethos including support for activities in the evening and weekend on a pro rata rota basis
- b. Work towards and support the school vision and the current school objectives outlined in the School Development Plan
- c. Contribute to the school's programme of extra-curricular activities
- d. Support and contribute to the School's responsibility for safeguarding students
- e. Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.
- f. Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors
- g. Work within the Equal Opportunities Policy to promote equality of opportunity for all students and staff, both current and prospective.
- h. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- i. Engage actively in the performance review process.
- j. Adhere to policies as set out in the Staff Handbook/Teacher Standards and Regulations
- k. Undertake other reasonable duties related to the job purpose required from time to time
- l. Adhere to School Safeguarding and Child Protection Policies.

GENERAL REQUIREMENTS

Malvern St James is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

This job description is not necessarily a comprehensive definition of the post; it is to be enabling rather than restrictive. It will be reviewed at least once every two years and it may be subject to modification or amendment at any time after consultation with the post holder.

APPLICATIONS

The completed application form, which must include all dates of previous employment and give reasons for any gaps in employment, should be returned to the HR Manager, by post to Malvern St James, 15 Avenue Road, Great Malvern, Worcestershire, WR14 3BA, or by email to recruitment@malvernstjames.co.uk

The personal statement within the application form should set out why you consider yourself a suitable candidate for the post citing relevant experience, previous achievements and your vision for this role.

References of shortlisted candidates will normally be taken up before interview. Two satisfactory references are required before the appointment is confirmed. The appointment of the successful candidate will also be subject to satisfactory DBS checking.

BENEFITS OF WORKING AT MALVERN ST JAMES GIRLS' SCHOOL

Malvern St James Girls' School prides itself on its warm, friendly and welcoming environment where all staff are encouraged to play a part in a successful and supportive community.

Pay

We offer a competitive salary, taking into account previous experience and relative skills and abilities.

Pension Scheme

After completing three months' employment with Malvern St James, Support Staff will automatically be enrolled into our Pension scheme, to which the School also contributes, this is subject to satisfying certain eligibility criteria and subject to the rules of such scheme as amended from time to time.

Death in Service Cover.

Sport

MSJ Sports & Fitness Centre promotes flexibility as a key attribute to create fitter, healthier employees. Discounted membership for staff includes gym and swim and a wide range of classes. Membership contributions are taken by direct debit.

The Sports Club provides many activities for members. These include a wide range of sports, organised tours and regular competitions.

Other benefits include:

- **Fee remission**
- **Lunch provided**
- **Onsite Pavilion Café**
- **Access to Massage**
- **Access to Reflexology**