



# MALVERN ST JAMES

## Girls' School

**POST OF**

**IT TECHNICIAN – APPRENTICE**

**Full-time**

**39 hours per week**

**Monday - Friday**

## MALVERN ST JAMES LTD

Malvern St James (MSJ) is a leading boarding and day school which presents an imaginative vision of education for girls from the age of 4 through to 18, taught within a positive, purposeful atmosphere. MSJ fosters creativity and bold thinking, challenging, and encouraging every girl to extend her personal horizons and realise her full potential.

MSJ is in the heart of Malvern in Worcestershire, two hours from London and one hour from Birmingham, having excellent transport links. Great Malvern station is situated opposite the School. The MSJ bus service covers five counties to pick up and return pupils each day.

The School is home to a warm and welcoming community – girls, parents, staff, and governors alike, enjoying the friendly and buoyant atmosphere of shared celebration, extolling personal success in every field of endeavour. MSJ offers a range of boarding options (ages 7 – 19) to fit in with the demands of modern family life and girls can choose from full, weekly, or flexi-boarding. Ofsted recognised the exceptional standard of boarding with an ‘Outstanding’ inspection judgement, which extends to all areas of Malvern St James. Malvern St James also received the highest rating of ‘Excellent’ in the ISI’s Educational Quality Inspection in May 2017. In March 2021, the School was awarded the Carnegie Mental Health Gold Award for its outstanding pastoral care and support for pupil and staff mental wellbeing.

Intellectual and social confidence, personal development and achievement lie at the heart of the School and each pupil is treated as an individual. MSJ promotes academic excellence and innovation in teaching and learning throughout the school which provide each girl with the challenges and support to develop her talents, character, and abilities to the full. We prepare pupils for the most competitive UK and international universities and pathways. This individual emphasis is complemented with teamwork, community values and the importance of service to others.

The School has excellent facilities which include an award-winning Science and Mathematics Centre, a Drama Studio, Music Centre in Avenue, several IT suites, and a multi-media Language Laboratory. The School has a brand-new Astroturf, launched in October 2020. At MSJ we use Microsoft and there has been significant investment and development of E learning in recent years with WiFi upgrades across the site. The School is currently creating a state-of-the-art Learning Hub centred in the Library and radiating out to learning zones throughout the School to support its commitment to innovation and learning and initiatives in STEAM (Science, Technology, Engineering, Arts and Mathematics).

The Year 13 Sixth Form Boarding House has recently been transformed in 2018 with an extensive, highly contemporary, refurbishment programme to provide a transition house for university and the next phase of this programme of improvements within boarding is currently taking place in Benhams, the new Year 11 Boarding House.

Girls take full advantage of the enviable setting and superb facilities, which inspire a wonderfully rich and imaginative extra-curricular life. They leave Malvern St James as poised, self-assured young women who are able to meet and embrace, with integrity, the challenges and risks of our modern world. The Good Schools Guide observed on visiting the School that MSJ is ‘full of girls who are going to change the world’!

Whilst a multi-faith community and non-denominational, the School is founded on Christian principles and has a Christian ethos which underpins the School’s daily life. There are regular opportunities for Christian worship.

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

## **JOB DESCRIPTION**

**Job Title:** IT Technician Apprentice

**The Role:** Under the direction of the IT Manager, you will be responsible for supporting a wide range of IT activities across the school community; from dealing with day-to-day user issues to helping find and implement a flexible, effective, cyber secure network solution that can support ever developing needs to the community.

### **Core Tasks**

Under the direction of the IT Manager, you will be responsible for:

- Acting as first point of contact for IT issues
- Supporting the management, maintenance, and development of the school networks
- Maintaining computers, TVs, interactive boards, whiteboards, and projectors
- Ensuring all IT equipment including whiteboards and projectors are ready for the school day and additional times requested
- Assisting staff in the use of IT equipment as required
- Manage the deployment of printing across the school community
- Troubleshooting printing issues including jams and management systems
- Support the delivery and management of policies and procedures with 365 End point Manager
- Installing and maintaining software systems as required, including via cloud management
- Asset Management and upkeep of related records and inventory
- Supporting staff and pupils during lesson as required
- Maintaining digital content access, websites used, and permissions granted
- Maintaining user accounts across systems
- Diagnosing and resolving hardware, software, and end user problems
- Managing and developing the use of digital devices including related apps that support learning in the schools
- Undertaking periodic safety checks on equipment and materials, reporting findings to IT Manager
- Working with teachers to develop IT skills across the curriculum
- Managing anti-virus software
- Assist school staff with resources when required
- Undertake any other duties as required by Line Manager

### **All School staff are expected to:**

- a. work towards and support the School vision and the current School objectives outlined in the School Development Plan;
- b. support and contribute to the School's responsibility for safeguarding students;
- c. regularly review own practice, set personal development targets and take responsibility for own continuous professional development;
- d. work within the School's Health and Safety Policy to ensure a safe working environment for staff, students and visitors;
- e. work within the Equal Opportunities Policy to promote equality of opportunity for all students and staff, both current and prospective;
- f. maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues;
- g. engage actively in the performance review process;

- h. adhere to policies as set out in the Staff Handbook/Teacher Standards and Regulations;
- i. undertake other reasonable duties related to the job purpose required from time to time;
- j. adhere to School Safeguarding and Child Protection Policies.

## PERSON SPECIFICATION

The successful candidate will demonstrate the following attributes: -

### Education, Knowledge and Skills

Good standard of written and spoken English	Essential
Good literacy and numeracy skills	Essential
Organised approach, attentiveness to detail and good planning skills	Essential
Ability to meet deadlines and work under pressure	Essential
Basic understanding of client operating systems (Windows, iOS, Android, OSX)	Essential
Completed GCSE's or other skills qualifications and have achieved a minimum of Grade 4/C in English, Maths and IT or equivalent	Essential

### Personal Attributes

A clear desire to establish a career within the IT sector	Essential
A level of maturity commensurate with working in a School environment	Essential
An appreciation of the safeguarding requirements of working in a school environment	Essential
Ability to maintain confidentiality of information and discretion when handling sensitive information	Essential
Willing to learn and develop professionally	Essential
Commitment to self-development	Essential
Demonstrates professionalism and commitment	Essential
Values others: an understanding of equality and diversity issues	Essential
Effective communicator with people at all levels	Essential
Good written and verbal communication skills	Essential
Creative and innovative	Essential
Flexible approach to work, use of initiative and willingness to take on new tasks	Essential
Ability to work as part of a team	Essential

## 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, an accompanying CV, together with a covering letter

addressed to the Headmistress, should be returned to HR Department, by post to Malvern St James, 15 Avenue Road, Great Malvern, Worcestershire, WR14 3BA, or by email to [recruitment@malvernstjames.co.uk](mailto:recruitment@malvernstjames.co.uk)

**A CV will not be accepted instead of a completed application form.** 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. The statement should not repeat the contents of the covering letter.

References of shortlisted candidates will normally be taken up before interview one of which should be from your most recent employer. Two satisfactory references are required before the appointment is confirmed. The appointment of the successful candidate will also be subject to satisfactory DBS checking.