



MALVERN ST JAMES

Girls' School

IT Technician

Full-time – Fixed Term contract to end of academic year

39 hours per week

Monday – Friday

£20,000 - £25,000pa depending on experience



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.

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

HOURS: 39 hours per week.

RESPONSIBLE TO: IT Manager

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)
- Any other duties commensurate with this role as directed by the IT Manager and the Director of Operations and Compliance

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

	Essential or Desirable	How this will be assessed
1-2 years' minimum experience working in a busy help desk/desktop support role,	Essential	Application Form
Educated to A level or equivalent in IT based discipline.	Essential	Application Form
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.	Essential	Application Form
Basic understanding of Window 10, Mac OSX, iOS, Android and Chromebook operating systems & devices.	Essential	Application Form
Knowledge of installing, maintaining, upgrading, and repairing as necessary to IT hardware, such as, desktops, laptops, tablets, printers, interactive screens & projectors	Essential	Application Form/Interview
Knowledge of asset management and registers (both hardware and software)	Essential	Application Form/Interview
Experience using Windows Server systems and its components	Desirable	Application Form/Interview
Experience using Microsoft Windows OS and Office Suite as well as cloud-based services, including Office 365 and G Suite.	Desirable	Application Form/Interview
Experience using Active Directory and Group Policy.	Desirable	Application Form/Interview
Knowledge of networking fundamentals including DHCP, DNS, VLANs	Desirable	Application Form/Interview
Knowledge of server virtualisation environments	Desirable	Application Form/Interview
Experience using Mobile Device Management (MDM)	Desirable	Application Form/Interview
Experience of using functions of a broad range of other specialist software	Desirable	Application Form/Interview
An understanding and commitment to adhering to school policy on safeguarding.	Desirable	Application Form/Interview
Experience working in a help desk role within an educational setting	Desirable	Application Form/Interview
Personal Attributes		
Adaptability: It is vital to have a "hands on" and "can do" approach	Essential	Interview
Problem-solving: Ability to interpret a problem and determine the best way to resolve it. This requires the use of critical thinking	Essential	Interview

	Essential or Desirable	How this will be assessed
Prioritisation: Ability to prioritise activities in order that jobs are completed as required to ensure the smooth running of the IT provision	Essential	Interview
Patience: You will be working closely with staff and pupils. Patience will be necessary in understanding the problem and working together toward a solution.	Essential	Interview
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.	Essential	Interview
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.	Essential	Interview

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, 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

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.

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, which includes Death in Service Cover 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.

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 and regular competitions.

Other benefits include:

Fee remission

Lunch provided