



Senior IT Technician Full Time

REPORTING TO: The IT Lead Technician will oversee work activities and reporting to the IT Systems Manager

Epsom College is a co-educational day and boarding school with approximately 1025 pupils aged 11-18. The College is located approximately one mile from Epsom town, below Epsom Downs, in fine buildings set in a beautiful tree filled campus of some 80 acres. Originally founded by The Royal Medical Benevolent Foundation, today the College strives to develop the individual talents of every girl and boy. Pupils are prepared for life beyond the College with an assured set of values and with the belief that they can make a difference in society. Highest standards of excellence in academic work and co-curricular activities are expected, but equally valued is the development of the pupils into independent responsible adults with a purpose and an understanding of the benefits of contributing to their community.

Job Purpose

As first point of contact for IT Support responsible for providing a broad range of technical support and trouble shooting assistance for staff and pupils over the phone, via email or face-to-face. To monitor all critical systems, such as anti-virus, networking equipment, server hardware systems, and respond to alerts generated by these systems appropriately.

Main Duties

- To ensure the delivery of IT services to defined Service Levels.
- To respond to users and effectively resolve IT support issues over the phone, via email or face to face
- To provide support desk cover for first line support.
- To provide second line support and resolution for general technical issues and third line support in areas of expertise.
- To ensure that IT systems are adequately backed up and disaster recovery procedures are in place.
- To operate, install, update and work with equipment such as smartboards, external storage devices, computer diagnostic tools, printers etc.
- To work in compliance with the College and GDPR policies and maintaining confidential information.
- To support the design, installation and configuration of software and hardware across the College network.
- To perform tests to evaluate new applications/technology prior to release.
- To perform routine maintenance of computer/network systems to ensure efficient operations.
- To perform diagnostic tests to identify and resolve faults.
- To carry out hardware repairs of IT devices including mobile devices.
- To replace or upgrade existing IT infrastructure such as terminals and printers.
- To train users on new systems by performing technical demonstrations to acquaint them with operational procedures.

- To accurately record, update and document requests using the IT service desk system.
- To support major IT issues or upgrades which are not possible to perform during normal working hours.
- To act as a technical advocate within the College; promoting thoughts and ideas that contribute towards a more efficient and productive migration and implementation of new IT systems.
- To be part of the out of hours IT support Service On Call Rota on a rotational basis

Epsom College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

Job Requirements

Personal Attributes

- A positive, “can do” attitude, who can work alone as well as contributing to and enjoying being part of the broader team.
- Excellent written and oral communication skills.
- Have a strong interest in Information Technology and keep abreast of new developments in software and hardware
- A problem solver
- The ability to explain problems and solutions clearly to non-technical users
- The ability to prioritise, work under pressure and meet deadlines
- A patient, analytical and methodical approach

Technical Skills, Experience and Requirements

The post holder will be required to have significant experience and knowledge in:

- Microsoft Office 365 administration including OneNote, OneDrive and SharePoint.
- Office 365 in the classroom (Microsoft Teams/Classroom).
- Apple technologies (i.e. Apple School Manager, Classroom app etc.) and Apple hardware.
- Cisco Unified CM (Call Management).
- Microsoft SCCM.
- Server Virtualisation (i.e. VMWare).
- Microsoft Active Directory, Group Policies, AD Federation Services.
- Microsoft Messaging & Collaboration (i.e. MS Exchange, MS Lync).
- MS Windows operating systems.

Desirable Technical Skills Requirements

- Experience of FITS/ITIL service delivery – Certification Desirable.
- Citrix experience
- Knowledge of School MIS system (iSAMS)
- Knowledge of managing iPads using MDM or ability to learn it quickly.
- Cisco networking
- Experience of working in a school/educational environment.

The selection panel reserves the right to enhance any or all of the desirable criteria to attain a manageable field

Terms and Conditions

- Salary** Circa £31,000 per annum **plus** on call payment when working on the on call rota.
- Hours** 40 hours per week Monday to Friday. The IT department core hours are 8am – 6pm Monday to Friday. The department is “manned” during this time by a member of the IT staff. There will be a shared rota of working: 8am - 4pm, 9am – 5pm, 10am – 6pm.
Saturday morning 8.30am – 12.30pm on a rota **term time only**, expected to be around 3 Saturday mornings per term.
In addition, to be a member of the out of hours IT support rota **term time only** Monday to Friday: 18:00 – 22:00, Saturday 12:30 – 22:00, Sunday and Bank Holidays: 08:00 – 22:00
- Holidays** The holiday entitlement is 20 days paid holiday per annum increasing by 1 day per annum to a maximum of 25 days per annum on 5 years service plus bank holidays
- Pension** The College operates the Epsom College Automatic Enrolment Scheme. The Scheme is administered by the Pensions Trust. Eligibility is based on statutory criteria. If eligible, the Employee will be required to contribute a minimum of 5% of Basic Salary and the College will contribute 4% in compliance with current legislation

Employee Benefits include:

Life Assurance: Members who are automatically enrolled or who choose to opt into the College Pension Scheme will be provided with free life assurance cover at two x contractual annual basic salary.

Dining Facilities and Refreshments

Whilst at work a free meal and refreshments are available when the dining room is open

Health Fitness and Wellbeing

Free use of Fitness suite and swimming pool are available to staff at certain times

Cycle to Work/Parking

Following a qualifying period, the College offers a cycle to work loan scheme

Free car parking for staff is available on campus

Computer Loan

Following a qualifying period, the College offers a computer loan scheme

- Offer** The post will be offered subject to receipt of written references, pre-placement medical assessment, appropriate qualifications, and disclosure from the Disclosure and Barring Service all satisfactory to Epsom College, as well as confirmation that the successful candidate is able to work in the UK.

Application

Further details and application form can be downloaded from the website www.epsomcollege.org.uk

Applications will be assessed in order of receipt and interviews may occur at any stage after applications are received. Please apply as soon as possible.

Applicants should refer to the Recruitment, Selection and Disclosure Policy on the College website.