



WALTHAMSTOW HALL

SEVENOAKS FOR GIRLS AGED 3-18

Job Description for full-time IT Technician

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Summary of the role:	The principle function of the IT Technician is to assist in the day-to-day support of the School's IT infrastructure, hardware and software, ensuring full functionality at both the Junior School and Senior School sites. Within normal working hours the Technician needs to be present or immediately contactable in the event of problems or if ad hoc support is required.
Commencing from:	May 2020
The Department	The IT Department at Walthamstow Hall works closely with the teaching staff and Senior Management Team to ensure that systems and infrastructure run to the expected levels of stability and quality.
Line Manager	Network & Data Manager
The Post involves	<p>With the support and guidance of the Network & Data Manager, the Technician is responsible for the following:</p> <ul style="list-style-type: none"> • Ensuring that the IT infrastructure consistently performs to the standard reasonably expected by staff and students, within the constraints of the hardware and software in place. <ul style="list-style-type: none"> - Trouble-shoot and perform minor repairs to equipment – PCs (Windows and Mac), printers, Interactive Whiteboards, associated peripherals and network infrastructure as required - Troubleshoot and provide guidance on software related issues - Troubleshoot network (cabled and wireless) communication issues - Prioritise support requests and resolutions

	<ul style="list-style-type: none"> - Monitor network infrastructure, both cabled and wireless - Maintain stocks of consumables. • Ensuring that the following are available and up-to-date <ul style="list-style-type: none"> - Inventory of all hardware (including serial numbers and security marking) - Inventory of software –including licenses and logins - Library of PC images. • Supporting for students and staff as reasonably required during working hours, and outside working hours by prior arrangement <ul style="list-style-type: none"> - Maintain IT rooms, laptop and IT resource booking system - Set up resources for required functionality and return resources as necessary, ensuring they are in a suitable state for later use - Facilitate students and staff to develop their IT skills (pre-planned or as situations arise) - Provide hands-on assistance/guidance to staff for particular pre-arranged IT tasks. • Working with the Network Manager to optimise and where possible improve the IT infrastructure functionality <ul style="list-style-type: none"> - Install and configure hardware – both local and network - Install and configure software – ensuring appropriate network accessibility for students and staff - Share good practice, suggest system improvements and foresee problems - Ensure an understanding and reasonable knowledge of principle software installations and keep ‘one step ahead’. • Supporting the School’s Parents’ Evening System. • Supporting and inputting data to Academic Learning Portals (eg Kerboodle/Dynamic Learning). • Liaising with other departments’ Technicians as appropriate.
<p>Person specification</p>	<ul style="list-style-type: none"> • Minimum of 2 years’ experience in IT support (desirable) • Relevant qualifications • Excellent interpersonal and communication skills • Ability to prioritise tasks efficiently • Calm and considered, especially under pressure • Excellent attention to detail • Sense of perspective
<p>You may also be required to undertake any other comparable duties as the Headmistress requires from time to time.</p>	

Hours:	37½ hours per week (08:00 to 16:30, with 1-hour lunch, unpaid) Maximum 46 weeks working with paid 6 weeks holidays which includes Bank Holidays
Salary:	£15,000 - £23,000 pa, depending on age and experience
Benefits:	<ul style="list-style-type: none"> • Staff concessionary School fees • Refreshments during working hours (term time only) • Pension (full details available from the Bursary) • Free onsite parking • On-going training and development • Use of swimming pool and fitness suite (at allocated times)
Comment from a new member of staff	“There is a genuinely collegiate approach in the School with staff working closely together and communicating face to face to achieve the best outcomes for the pupils.”



**General
ALL STAFF**

- To uphold and implement the School’s stated mission and to safeguard its ethos, including the support of the pastoral system and wider life of the School.
- To expect and encourage the highest standards of work and behaviour from students at all times.
- To support and implement whole School policies and practices.
- To ensure that each student is treated as an individual and enabled to fulfil her academic potential.
- To take responsibility for their own professional development and keep up to date with developments relating to their area of expertise.
- To set a good example to students through personal presentation and conduct and to maintain appropriate personal boundaries with students.
- To establish effective and professional working relationships with colleagues.

Walthamstow Hall is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service

Applications must be made on the School's Application Form and should be accompanied by a handwritten covering letter to the Headmistress, Miss Stephanie Ferro.

Please post your letter and application to:

Miss Stephanie Ferro, MA (Oxon), MA (Lond)
Headmistress
Walthamstow Hall
Holly Bush Lane
Sevenoaks
Kent TN13 3UL

The closing date for applications is Friday 10 April 2020 (by 12:00 noon).

Interviews will take place in the week commencing 27 April 2020.

References will be taken up before interviews.

The School reserves the right to change these dates, and to close the vacancy at any time, so early application is advised.

Polite notice: Please note that it is not customary for the School to provide feedback to candidates.

March 2020