



Details of post

Senior ICT Technician

Whitgift is one of Britain's leading independent boarding and day schools for boys, with just over 1350 pupils. It was founded in 1596 by Elizabeth I's last Archbishop of Canterbury, John Whitgift, and is the oldest school in Croydon. Whitgift enjoys facilities of outstanding quality, amongst the best available nationally, in a beautiful parkland estate.

We are seeking an enthusiastic, organised and approachable individual to join us as Senior ICT Technician. The successful applicant will be responsible for the day-to-day support of the ICT equipment and systems throughout the School and will provide first-line technical support to end-users.

KEY RESPONSIBILITIES

Responsibilities will include:

- Troubleshoot and maintain all ICT hardware and software.
- Ensure all ICT equipment is installed securely and safely.
- Create new PC 'images' and document as appropriate.
- Deploy PC 'images'.
- Support staff using ICT equipment in classroom activities.
- Provide first-line technical support to all end-users.
- Install ICT hardware and software as directed by the ICT Manager.
- Ensure anti-virus software is installed on all computers.
- Assist the Network Manager to proactively monitor all ICT systems as required.
- Administration and documentation of the wireless network system.
- Basic network administration tasks (such as user account creation).
- Maintain a web-based room booking system.
- Maintain the hardware inventory in conjunction with the Laptop Engineer.
- Provide support for the school's VLE (Its Learning).

The Senior ICT Technician will report directly to the ICT Manager.

A flexible approach to the working day will be required in order to ensure appropriate cover for the School's ICT systems is maintained during hours of usage. There will also be a requirement to cover other computer related tasks as identified from time-to-time in support of school events, as required by the Headmaster, Second Master, Bursar or ICT Manager.

THE SUCCESSFUL CANDIDATE

Essential criteria:

- A pro-active approach to ICT support.
- The ability to work independently using your own initiative as well as part of a team.
- Experience of working with wireless network systems.
- Experience of providing first-line support.
- Experience of documenting procedures.
- Experience of using 'image' deployment systems.
- Be able to maintain a high degree of customer service for all support queries.
- An understanding of PC and printer hardware and experience of solving faults and performing repairs.
- Strong knowledge of installing and troubleshooting Microsoft Operating Systems with particular emphasis on Windows 7.

Desirable criteria:

- An understanding of PC imaging and automation using sysprep, WDS or SCCM.
- Experience of application packaging and/or deployment.
- Experience of SIMS.net.
- Experience of Windows Server.
- Experience of Windows 8.x.
- Experience of Apple products and OSX.
- Experience of VMware.
- Experience of using Microsoft SharePoint.
- Experience of using Microsoft SharePoint Designer.
- Experience of using or supporting Virtual Learning Environments.
- A basic understanding of network protocols.
- An understanding of the requirements of ICT in a school environment.

STAFF BENEFITS

All our staff benefit from a competitive remuneration package, including:

- 25 days holiday plus bank holidays
- Membership of a generous money purchase pension scheme for all support staff which includes 3 x salary life assurance cover
- Free access to an Employee discount Club, which offers discounted rates on a range of products and services, including insurance, holidays and travel, fashion and retail.
- Discounted school fees for staff working at, or for, the Foundation Schools
- Membership of the Simply Health Cash Plan Scheme, which gives financial support towards the cost of optical, dental and medical costs as well as a free 24 hour advice line for all staff
- A range of family friendly benefits including enhanced maternity pay and childcare vouchers
- Season ticket loan

Additional benefits include:

- Free onsite parking
- Lunch provided during term time

CONDITIONS OF SERVICE

Full time (40 hours per week)

Salary: £18,000 - £25,000 depending upon experience, with some flexibility for exceptional candidates. Accommodation may be available.

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British Nationals are eligible to work in this country. Therefore, any such candidate who is offered a post will be asked to forward a photocopy of their passport and/or visa with their letter of acceptance. It is normal practice for the School to ask for evidence of relevant qualifications at the same time.

Whitgift School is committed to safeguarding and promoting the welfare of young people, and applicants must be willing to undergo child protection screening including checks with past employers and the Disclosure & Barring Service.

Candidates for this post should complete a full application form and equal opportunities monitoring form which can be downloaded from our website: www.whitgift.co.uk and send them in with a covering letter to the Headmaster, Whitgift School, Haling Park, South Croydon, Surrey, CR2 6YT or by email to SchoolHR@whitgift.co.uk.

CONTACT

If you have any further questions, please do not hesitate to contact Ant Kittle on 020 8688 9222 or e-mail ak@whitgift.co.uk who will be happy to talk with candidates prior to application or interview.