



Senior IT Services Technician (Cloud and Comms) (STCaC)

Applicant Pack



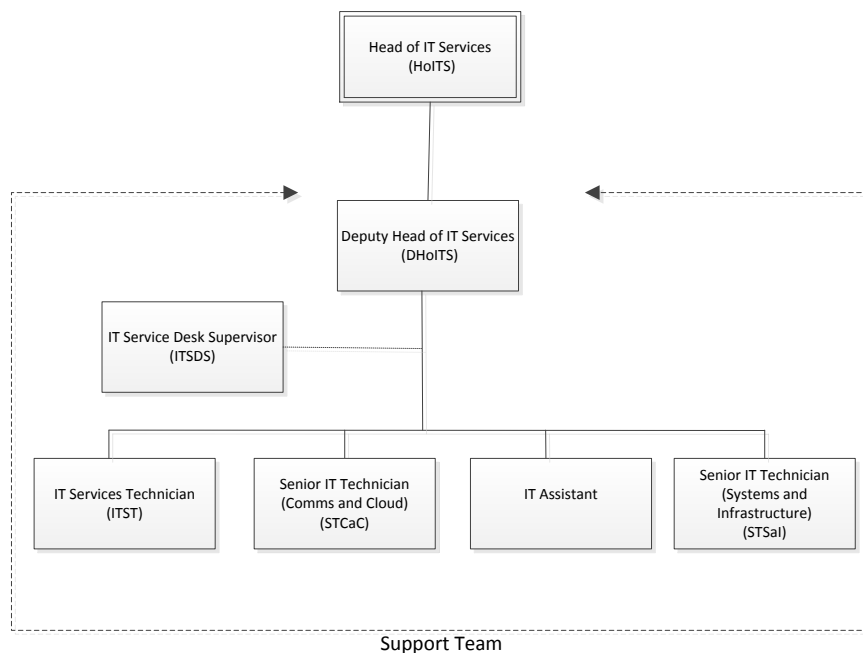


Role Specific Supporting Information

Senior IT Services Technician (Cloud and Comms)

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

Department Structure



The Team

The IT Team at the Stamford Endowed Schools is a small unit comprising of 7 staff. The role of Senior IT Services Technician (Cloud and Comms) will be involved in key areas of the Schools operations as the new Principal looks to become a leader in IT.

The Role

The Senior IT Services Technician (Cloud and Comms) is part of the IT Services team providing operational support to the pupils, students and parents, working alongside the Deputy Head of IT Services and IT Service Desk Supervisor.

This role will work from the central IT Services department office at Stamford School, will provide daily support at SJS, plus being a part of the SHS staff rota.

The Senior IT Services Technician (Cloud and Comms) will on occasions be required to work on events promoting the schools, which may involve some out of normal hours working for which notice will be given.



Working for the Stamford Endowed Schools

Hours of Work	37.5 hours per week 08:00am – 16:30 Monday to Friday
Remuneration	Circa £26,000 p.a. dependent on experience
Working Arrangements	52 weeks per year
Annual Leave	25 days annual leave rising to 28 days after 5 years' service, 10 bank holidays which includes 2 additional SES holiday days. During the Christmas break the school will be closed for a period during which 2 or 3 compulsory annual leave is to be taken – confirmed dates will be advised each year. Generally all annual should be taken during the school holiday periods, unless by prior arrangement with the line manager.
Other Arrangements	We also offer; Excellent working conditions A free school lunch during term time periods* Support for training and development and an annual review programme Access to an Employee Assistance Programme for staff and their immediate family members. 24:7:365 advisory telephone advice service and telephone counselling. Contributory Pension Scheme with employer contributions Subsidised Membership to the SES Sports Centre facilities. Access to a Stamford Foundation Card Access to SES car parking facilities A programme of Foundation Lectures and other staff social events. *Non contractual arrangement



Job Description

Job Title: Senior IT Services Technician (Cloud and Comms) (STCaC)

Reporting to: Deputy Head of IT Services (DHoITS)

Responsible for: n/a

Core purpose

To work with the Deputy Head of IT Services and IT Service Desk Supervisor and wider IT team to provide a second line IT support service to the SES community.

Roles Responsibilities

1.0 Cloud Technologies

Currently the Schools' utilise the cloud provision from Microsoft on the Azure platform. The responsibilities are but not limited to –

- To manage day to day the Office365 ADFS and Azure AD Connect services.
- Office 365 user and group management, providing 2nd Line Support
- To Manage day to day the Exchange Online Systems
- Exchange Online, providing 2nd Line Support
- SharePoint platform, providing 2nd line support
- OneDrive Services, providing 2nd line support
- OneNote including class notebook.
- Ancillary modules Yammer, Delve, Sway and Video
- To provide 2nd Line support for Office365 Administration
- Implement any system wide changes as authorised by DHoITS or HoITS.

2.0 Communications

The School's operate a Unify solution as the telephone systems and mobile handsets are assigned to posts –

- Liaise with the Head of Services (HoITS) regarding any contractual or cost issues.
- Management of mobile handsets for staff, smartphone handsets should be authorised by the HoITS.
- Manage stock of basic handsets and request replacements via the Schools' supplier.
- Provide 2nd line support on the telephone system including handset faults or commissioning.
- Provide support to end users with mobile devices, predominantly Smartphone user's access to Office365.
- Ensure the MyPortal telephone directory is up to date.

3.0 Multifunctional Devices

- Ensure all devices are functional and manage any support requests with the supplier to resolution.
- Ensure cartridge and waste bottle stock levels are maintained across the three schools, in line with our agreement with the Schools' supplier.
- Ensure IT Services have the correct stock level of paper at the senior schools.
- Ensure the devices receive regular maintenance visits and that it is recorded.
- Attend with the HoITS quarterly service meetings.

Team Responsibilities

1.0 Service Desk

IT Services operates a local helpdesk to manage the day-to-day workload of the department across the Schools'. All members of the team are to work within this framework to ensure all of the departments responsibilities are carried out in a timely manner –

- Read and accept all calls assigned to them, within an hour
- Update each open call, once every day, unless it is on hold
- Resolve every call within its SLA
- Escalate calls that are outside of their ability within an hour
- Inform the IT Service Desk Supervisor or Deputy Head of IT Services of any potential major issues immediately
- Record defective equipment in line with the departments FITS framework.
- Oversee the work of external contractor, ensuring minimal disruption to others and record within the helpdesk, within 24 hours
- Update hardware and software inventory, within 24 Hours of making a change
- Ensure all systems, including peripheral equipment, is safe, clean, fully serviceable and complies with relevant Health & Safety regulations whenever installing, completing proactive maintenance or attending a support request.
- Utilising and updating of IT Technical Staff OneNote used as a knowledge base and record keeping solution.

2.0 Audio Visual or Event Support

A large number of events like school assemblies, parent evenings, and concerts. Where AV/IT Services are used in these events, at least one member of the team must attend in order to manage AV/IT Services at events and ensure that the services meet the high expectations of the academy.

All events are to be setup at least 15 minutes prior to the start time as per the AV booking system.

3.0 Proactive Maintenance

Regular Checks are carried out in order to capture and resolve long term faults and those that might not otherwise been reported. Due to the nature of the three schools, the IT Services team members are assigned zones across the sites, this helps to ensure IT Services are maintained.

The minimum level of checks expected is –

- All IT suites to be checked and signed off once every week, during term time
- Check stock levels in all stores and IT suites once every week, during term time
- All other classrooms to be checked and signed off once every week during term time.

4.0 System Development

The Schools' expect its IT Services to embrace new technology, while ensuring that its existing systems remain dependable. In order to deliver on the Schools' expectations is every member of the team is required to –

- To assist with the evaluation, testing and installation of new hardware and software, following IT procedures ensuring the security of hardware
- To develop a high level of liaison with administrative, academic and operations staff across the Schools'. In order to maintain a clear understanding of their aims and IT needs.

5.0 Security/Data

The security of the Schools' data should be the second most important consideration for all members of the team, second only to safety. This includes –

- ensuring appropriate security software (Anti-Virus, etc) is in place
- ensuring systems are safe from external attack, whether via the Internet or via other means
- ensuring that media containing the Schools' data (Hard Disk, Memory Pen, Tape etc) is secure at all times and disposed of in a manner that ensures data cannot be retrieved
- ensuring that the Stamford Endowed Schools Data Protection Policy is followed

6.0 Equipment

To ensure that the new systems are marked, the details of serial numbers, etc, logged and that the situation of each system will –

- ensure its continued safe and effective use
- fall within the terms of the Schools' insurance scheme.

7.0 Other Duties

To assist in the provision of the department other responsibilities including but not limited to –

- To carry out other such duties as may reasonably be required by the Head of IT Services, Deputy Head of IT Services or IT Service Desk Supervisor with the post holder's level of skill and experience
- To promote equal opportunities in the Schools'
- To promote a one team ethos



Person Specification

Criteria	Essential	Desirable
Qualifications	Good standard of education Formal qualification in Maths and English Relevant IT qualification	Degree level or equivalent
Knowledge & Experience	Atleast 3 years' previous experience in supporting end-users Extensive knowledge and understanding of Windows client/server operating systems and architecture Experiencing of using Office365 platform including admin management In-depth knowledge of computer systems /network applications Understanding of network protocols (e.g. DNS/DHCP/SIP) Knowledge of Data Protection Issues Knowledge of Cloud and BYOD Solutions	Experience and understanding of Linux Server operating systems. Experience in use and maintenance of iOS infrastructure including client / mobile devices Experience in the use of VMWare VCentre. Previous experience on an IP based telephone system Experiencing of maintaining networks Experience of delivering IT support in the education sector
Key Skills	Ability to work under pressure and to deadlines Ability to work on own initiative and prioritise workload Ability to work as part of a team Able to keep accurate records and work within agreed frameworks	Ability to train and develop others
Other Attributes	Commitment to professional development Satisfactory enhanced DBS Check Commitment to undertake in-service development	

Candidate Information about Stamford Endowed Schools

Comprised of Stamford School, Stamford High School and Stamford Junior School, the Stamford Endowed Schools offer continuity of education for girls and boys aged 2–18. Under our ‘diamond structure’, teaching is co-educational at the junior level and in the Sixth Form, but single-sex in the GCSE years. This allows us to tailor the curriculum to best suit our pupils, and allows boys and girls to be themselves in the classroom.

The Schools have a history of academic success. We want our pupils to develop a lifelong love of learning, which is reflected in the ‘Independent Learning, Intellectual Curiosity’ ethos that is woven into all elements of the curriculum. Academic life is complemented by a rich extra-curricular provision which gives pupils the chance to pursue their interests across a diverse and extensive range of activities.

Boarding at the Schools was rated as ‘outstanding’ in the last inspection and 10% of our pupils enjoy life in our five boarding houses. The high quality provision is indicative of the commitment to pastoral care throughout our three Schools.

The town of Stamford was recently voted ‘Britain’s Best Place to Live’ by the Sunday Times and provides a wonderful place in which to work. The Schools are an integral part of the town community and have educated its children since 1532. Transport links are excellent and London can be reached by rail or road in just over an hour.

Further details can be found on the Schools’ website (www.ses.lincs.sch.uk).

This information should be read in conjunction with the Application Form Explanatory Notes enclosed with this pack.