



IT Technician
Full Time
£25000 - £27000 per annum (depending on experience)

The Arts Educational Schools London is looking to appoint a full time IT Technician. The post will be available from 1st March 2020, however this start date can be deferred for a suitable candidate.

Working within a small IT department including the Senior Systems Administrator and the IT Manager, you will provide day to day 1st and 2nd line support to the whole organisation including staff and students and will ensure an excellent, customer focused experience.

You will be supporting and maintaining the current infrastructure, and assist in the development of systems throughout the site and our new building - this is an exciting time to be joining ArtsEd with a real opportunity for growth and development!

The successful candidate will have experience and knowledge of:

- Supporting end users across a range of devices and services such as Windows, macOS, mobile devices, Microsoft Office 365, Google G-Suite.
- Troubleshooting and maintaining network equipment, including installation of network cabling, access points, AV equipment etc.
- Managing and prioritising helpdesk ticketed support requests.

You will require excellent interpersonal skills to support all stakeholders and will be able to approach issues with an open mind, to offer the right support.

All interviews will include a technical-skills test as well as a technical interview.

Please apply by sending an application form (available on artsed.co.uk/about-us/careers), and a letter of application to cjarman@artsed.co.uk by Friday 14th February (5pm). CV's may also be submitted initially.



Job Description

Job Title:	IT Technician
Department:	IT
Reports to:	IT Manager
Working Pattern:	Full Time
Hours:	09:30 – 17:30 Monday – Friday (some flexibility required)

Context

The Arts Educational Schools have their origin in schools founded in 1919 by Grace Cone and in 1922 by Olive Ripman. The Cone and Ripman schools were pioneers in providing suitably talented children with a general academic education in conjunction with specialised training in dance, drama, music and art, preparing young men and women for professional careers in or connected with the theatre. In 1939 the two schools amalgamated to become the Cone Ripman School. Today Arts Educational Schools London continues to support a world-renowned co-educational independent vocational school for pupils aged 11–18 years as well as a professional conservatoire with two main divisions offering BA and MA degrees in Acting and BA and MA degrees in Musical Theatre, all of which are validated by City University and accredited by Drama UK. There is also a wide ranging programme of part time courses for all ages.

Purpose of the Role

The IT department at ArtsEd provides all IT services to the entire institution.

The IT Technician provides day to day support of all IT services in all areas of the business and supports the Senior Systems Administrator and IT Manager in maintaining excellence in IT service delivery and ensuring business continuity.

The IT department works closely with the facilities department and the IT Technician will also provide support and administrative services for facilities as required.

Principal Accountabilities

Support

- To provide 1st line support, in person and remotely to all members of the organisation
- To maintain the IT Helpdesk and coordinate support efforts with the IT Systems Administrator and IT Manager, escalating incidents internally and liaising with third party support providers where required.
- To be responsible for supporting and running the ICT systems on a day-to-day basis
- To diagnose and resolve basic network, software and hardware faults and perform basic maintenance repairs and upgrades
- To provide prioritised technical support and advice across the organisation
- To assist with the training and support of all users as required within the organisation
- To analyse and report support issues and requests and advising changes and improvements to services and systems in order to provide excellent service and continuously improving support
- To respond effectively and proportionally to IT incidents and problems

Technical

- Resolution of 1st and 2nd line issues and requests
- Deployment and installation of client computing hardware, software, and AV equipment
- Installation and maintenance of physical network infrastructure

- To carry out hardware repairs
- To provide and manage IT accounts for a variety of services
- To assist in the development of effective network documentation
- To proactively monitor systems

Administrative Support

- To maintain databases of physical assets and software
- To audit equipment and report on usage and requirements
- To assist in delivering IT training to all members of the organisation
- To make purchases as requested by the IT Manager
- To issue security passes and manage the physical access systems

Experience, Skills and Attributes

- Experience in supporting a variety of end user computing including Windows 10, MacOS, iOS, Android, Google G Suite and Microsoft Office 365.
- Good understanding of networking including, TCP/IP, DNS, DHCP, File Sharing etc.
- Good understanding of Windows network services including Active Directory user and computer management and GPO management
- Able to install and maintain physical network infrastructure, including CAT 6 cabling, terminations and patch bays. Fitting access points, CCTV cameras etc.
- Attention to detail and an analytical approach to maintaining services and standards
- Accuracy
- Excellent interpersonal skills and a proactive attitude to problem solving and user problems
- An ability to communicate with all members of the organisation at all levels
- Good written skills.
- Ability to work on own initiative as well as part of a team to ensure excellent service delivery
- Ability to work under pressure and prioritise and manage workload
- Willingness to learn and demonstrate knowledge development

Desirable

- Relevant academic or professional qualifications, especially MCSA, macOS Support
- Essentials, CompTIA A+
- Experience supporting IT in an academic organisation
- Knowledge and experience of Windows Server
- Experience supporting cloud services, especially Microsoft Office 365 and Google G Suite
- Experience of macOS management using Profile Manager

Additional Information

- Applicants invited to interview will be asked to practically demonstrate skills from the above and complete a short, written test.
- The post holder must at all times carry out their responsibilities with due regard to all Arts Educational Schools London policies, procedures, staff handbook and staff code of conduct.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The above list is not exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post.
- All members of staff are required to be professional, co-operative and flexible in line with the needs of the post and the school.
- All staff are required to undertake relevant training applicable to all staff in an educational establishment
- All staff are required to undertake training that is relevant to the post in order to maintain their continued professional development and to suit the requirements of the post
- All staff must hold a clear DBS