



Candidate brief for the position of
Junior IT Support Technician
to start as soon as possible



D'OVERBROECK'S



The school

d'Overbroeck's is a co-educational independent day and boarding school in Oxford for students aged 11 – 18. The school roll currently stands at around 670, and this is set to grow in the coming years.

The school was founded in 1977, initially as a sixth form. Since then, we have successfully pursued a policy of extending our age range and we became an all-through 11–18 school in 2005.

We are located in north Oxford and we've established ourselves as a thriving, forward-looking and highly successful school in a relatively short time compared to other independent schools in the area. We are known for our distinctive, non-traditional ethos, an outstanding staff team, and a strong reputation for the quality of our educational and pastoral provision.

The school is currently in a phase of growth and expansion, both in terms of student numbers and facilities.

In September 2017 all sixth form teaching moved to our new, purpose-built site at 333 Banbury Road. At the same time, The International School moved into the Swan Building at 111 Banbury Road, which was previously used for sixth form teaching.

Both of these changes have brought substantially more physical space and have enabled us to take our facilities and educational provision to a whole new level in areas including the sciences, art, music and drama. We have also been able to develop our library, social and dining provision.

As we continue to develop and expand, this is an opportunity to become part of the d'Overbroeck's community at a very exciting point in our development.



Our ethos

We place academic achievement and personal growth at the heart of everything we do at d'Overbroeck's. Our success in achieving these goals is evident in students' achievements both in and outside the classroom, as well as in the enthusiastic endorsement we receive from current and former parents and students.

Our non-traditional approach sets us apart from other local independent schools and is characterised by purposeful informality. Our ethos is firmly built on personal relationships, on a relative lack of stuffiness and formal hierarchies, and on a strong belief that every individual is at the heart of the school.

At the same time, our approach is distinctly collaborative. We believe in leading by example, in a healthy dose of flexibility and in the power of laughter and humanity. 'Enthusiasm', 'maturity' and 'courtesy' are words that visitors to the school frequently use to describe us.

We provide an environment which gives both staff and

students the space to be themselves as well as the encouragement and stimulus to grow, to learn, to engage with complexity and to achieve their goals. And they'll also have time for friendship, laughter and living life to the full.

Our policy is for everyone, staff and students, to be on first-name terms throughout the school. Our experience is that this fosters more mutual respect and truer, more motivating interactions between staff and students.

Students wear school uniform up to Year 11 and there is no uniform in the Sixth Form. Our uniform is relatively light-touch, which allows each student a sense of their own individual personality.

d'Overbroeck's does not have any particular religious affiliation and we welcome students and staff of all faiths and none.

'A defining characteristic of d'Overbroeck's is its close-knit, informal atmosphere within which students grow in confidence, self-esteem, respect for themselves and for others. Students are very supportive of each other and behaviour throughout is excellent, exemplified in considerate, warm relationships.

ISI inspection report. October 2013

Structure of the school

d'Overbroeck's is made up of three distinct parts, all located in north Oxford: Years 7-11, the Sixth Form and The International School. We're a mushroom-shaped school, meaning our Sixth Form has the largest number of students (around 370). In addition to students progressing from the lower years at Years 7-11 and The International School into the Sixth Form, we draw a large intake of students (around 160 annually) directly into the Lower Sixth – a combination of local and international students.

Years 7-11 – 200 students; all day students.
Domestic only. Based at Leckford Place, OX2 6HX.

Sixth Form – 370 students; a mixture of day and boarding. Domestic and international. Based at a purpose-built site at 333 Banbury Road that opened in September 2017.

The International School – around 100 international students who are all boarders, across years 9-11, with plans to expand into years 7 and 8. The move into the Swan Building in September 2017 has provided considerably more space and greatly improved facilities, including laboratories and an art room.

333 Banbury Road

From September 2017, when the new site at 333 Banbury Road was completed, the Sixth Form benefitted from a considerable upgrade in facilities and physical space. The new buildings include five science laboratories and spacious suites for art, music and drama, as well as more library and common room space.

The Hall provides daily dining facilities for staff and students as well as a 200-seater auditorium for music, drama performances and all kinds of other school events, not only for the Sixth Form but for the whole school.





Teaching and learning

We teach a broad academic curriculum with a wide choice of subjects at GCSE and A-Level. Students in the International School study IGCSEs.

At d'Overbroeck's, we emphasise fostering resilience and independent learning skills starting from Year 7. In the Sixth Form, many students complete an EPQ alongside their A-Level programme, and students regularly take part in Maths and Science Olympiads.

We offer bespoke academic enrichment programmes through our Think programme. These are suitable for students who want to develop their academic skills in preparation for Oxbridge, Medical/Veterinary and Law programmes and for wider university study. Students have the opportunity to participate in a wide range of trips and sessions from visiting speakers throughout the year.

We integrate a Personal Development (PSHE) programme into the curriculum from Year 7 through to Year 11. Students in the Lower Sixth study an Enrichment Programme which introduces them to information, views and debates on contemporary issues.

Our focus is on reflective teaching and CPD and the school has repeatedly been complimented by ISTip on its work in supporting NQTs through their induction year.

The teaching approach at d'Overbroeck's has always been built around comparatively small classes. In Years 7-11, classes are generally kept to a maximum of 15 students. In the Sixth Form, there is usually a maximum of 10 students per class. We keep classes in The International School to a maximum of 11.

At the International School, most students follow a one-year programme which prepares them for IGCSE exams in up to 8 subjects alongside intensive teaching in English for academic purposes (EAL). We also offer a growing two- and three-year IGCSE programme for younger students, which runs alongside the current one-year programme. From 2021, we are introducing Years 7 and 8 at The International School.

Our exam results are very strong. We are the top school for progress (value-added) at A-Level in Oxfordshire and every year many of our students progress to Oxbridge and other top Russell Group universities.

Boarding

We currently have around 280 residential boarders at d'Overbroeck's, which is set to increase in the next few years as the school grows. We take day pupils only in our Years 7-11 section, so our boarders are either in the Sixth Form (where around half the students are boarders) or in The International School (where almost all the students board).

In the Sixth Form, students can either board full-time or weekly. For some of our boarders home is just 30 or 40 miles away; for others it is another part of the world. Some will have boarded before while for others this may be the first experience of being away from home and family.

Whichever it is, our aim is to create a close-knit, homely boarding environment where students are

physically comfortable and personally at ease; where they can live and work happily, enjoy freshly-cooked, well-balanced meals and make strong and lasting friendships. Like our teaching space, our boarding provision continues to develop considerably.

We opened a purpose-built sixth form boarding house (Islip House) opposite our Sixth Form in September 2017 and new flats for Upper Sixth students north of Oxford (Kidlington) in September 2020. We also have a sixth form boarding house in St Aldates, in the heart of the city. We have four further boarding houses in north and west Oxford for International School students. The majority of Upper Sixth opt for accommodation with a host family for their final year.



Co-curricular

Alongside the academic curriculum, we offer a varied and vibrant programme of co-curricular activities to open up all sorts of opportunities for students in every year. Sport is diverse and wide-ranging, music and drama are very strong and concerts and school productions are always big events to look forward to.

Music

We offer a range of concerts and musical events throughout the year for students across the school. We also have a popular Instrumental and Vocal programme taught by a team of experienced peripatetic instrumental teachers each week.

Drama

Drama at d'Overbroeck's is about much more than learning lines and performing: it's also about unleashing our students' dramatic creativity. It's also a vehicle through which students develop confidence in themselves – not just as performers, but as individuals and members of a broader society.

Sport

We take an inclusive approach to sport and encourage all students to take part in different activities when they study with us. Whilst it's very important to us that students get the opportunity to compete and represent the school, it's equally important that they develop lifelong learning around active, healthy lifestyles.

Although we don't have our own playing fields or sporting facilities, we are fortunate to have the use of an excellent range of venues and facilities nearby, including those of Oxford University at Iffley Road. During term-time, our students use these facilities on a daily basis.

'It's hard to imagine a better school for nurturing and developing students.... Without exception all staff are dedicated to the aspirations of the school, resulting in a lovely and thriving atmosphere that produces excellent results and well-rounded teenagers!'

Parent





Association membership

d'Overbroeck's is a member of the Independent Schools Council (ISC), the Society of Heads of independent schools and of the Boarding Schools Association. The school is also an associate member of AGBIS.

Accreditation and inspection

d'Overbroeck's is an accredited member of the Independent Schools Council.

The most recent ISI inspection took place in October 2017. This was a regulatory compliance inspection, which found the School to be fully compliant. Prior to that, the most recent full integrated ISI inspection was in October 2013, and the school was judged 'Excellent' in all aspects of its educational and boarding provision. Notably, the inspection team also noted the 'extremely high levels of satisfaction with the school overall' expressed in the parental responses in the pre-inspection survey. Informally, the school was told that these were exceptionally high, even by the high standards of most independent schools.

Copies of both the 2013 and 2017 ISI reports can be found at:

<https://www.doverbroecks.com/home/school-inspection-reports/>

Safer recruitment

d'Overbroeck's is committed to safeguarding and promoting the welfare of all its students, and this is a responsibility that is shared by all members of staff. The successful candidate will be subject to an enhanced DBS disclosure. Please see the section on Disclosure below.

Disclosure

Please note that d'Overbroeck's aims to promote equality of opportunity for all with the right mix of talents, skills and potential, without respect to age, gender or race and welcomes applications from diverse candidates. As d'Overbroeck's meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure of criminal background from the Disclosure and Barring Service before their appointment is confirmed. This will include details of cautions, reprimands and final warnings, as well as convictions. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Further information about the disclosure scheme can be found at www.gov.uk/government/organisations/disclosure-and-barring-service/about.

Junior IT Support Technician

Role overview

This role is ideally suited to an organised, decisive team player with a passion for the IT sector. We will support, train and certify you in necessary areas to assist your professional and personal development. The Junior IT Support Technician role offers great opportunities to progress. The successful applicant will have:

- Desire to succeed.
- Good oral and written communication skills. - Good at working with clients over the telephone and with good written communication skills.
- a focus on customer care- Good at working with clients over the telephone and with good written communication skills to explain IT issues to non specialists.
- Good technical knowledge.
- Logical troubleshooting skill set.
- Open minded and flexible approach to both working style and learning.
- Must live in a commutable location to Oxford.

Duties and responsibilities

Your key focus will be to provide support and be the first response, to confidently add value to the support department and to assist in the following areas:

- First/second line of support for clients with questions and queries.
- You will be working with the following areas:
- Cloud Technologies - In particular Microsoft 365, Azure AD, SharePoint, Teams.
- Windows Server network environments - In particular AD (Active Directory).
- Windows and Apple desktops.
- Configuration of AV equipment
- Working with both technical and non-technical staff, you will be involved in supporting users at all levels, troubleshooting tickets and escalating issues to more senior and experienced members of the team.
- Working as part of a multi-faceted team and alongside other junior and senior engineers to help develop your skill set.
- Communicating with customers clearly and precisely.
- Setting up of desktops and laptops and occasionally assisting a more senior colleague with onsite installations.
- Liaise with external support providers to seek resolution.

- Create and maintain operational documentation.
- Undertake continuing professional development

All school staff are expected to be committed to safeguarding and promoting the welfare of children and young people and maintaining a safe working environment.

Person Specification

Essential criteria

Recruiting criteria - we are seeking a candidate who can demonstrate the following skills, abilities and experience,

- A levels or equivalent qualification
- Fluency in English language
- Flexibility – willingness to work outside of core hours to support events such as evening talks and presentations
- 3+ years IT experience with client, server, and network service delivery
- 2+ years of experience in each of the following: Microsoft Administration, Linux Administration, or Cisco IOS (CLI)
- 2+ years of experience troubleshooting skills in a multi-user high availability environment
- 2+ years of experience with networking concepts such as DNS, DHCP, SSL, OSI Model, and TCP/IP
- 3+ years of experience in PC repair, troubleshooting, deployment, and liquidation

Desirable criteria

- Has obtained one of the following certifications: CompTIA A+, CompTIA Network+, Linux, Microsoft hardware (installation), or other industry relevant certifications

Hours

This is a full-time appointment which will involve working 5 days a week. Normal office hours are 9.00am – 5.30pm with an hour unpaid break, Monday to Friday.

Salary

d’Overbroeck’s Grade 6-7 - £20,000 - £23,500.00 (subject to pay award) - FTE depending on experience.

Staff at d'Overbroeck's also benefit from

- free cooked lunches during term-time
- access to 'We Care' medical and counselling services
- discounted membership rates for a nearby sports and leisure club
- participation in the 'Cycle to Work' scheme
- fee discounts for children of staff attending d'Overbroeck's School

Further information

If you would like any further information at this stage, please feel free to email our IT Manager, Vaso Arvaniti – Vaso.Arvaniti@doverbroecks.com

Applications

Applicants should complete the Form entitled Application for a Non-Teaching Post which can be downloaded from <https://www.doverbroecks.com/about/careers/>

The Application Form, full Curriculum Vitae and a covering letter should be emailed to HR@doverbroecks.com and a signed copy sent to:

Heather Bates
d'Overbroeck's
333 Banbury Road
Oxford
OX2 7PL

The final date for submission of applications is:

10 September 2021

Please apply as soon as possible. All applications will be processed on receipt.

Short-listed applicants will be notified of the interview arrangements as soon as possible after short-listing. Please note, however, that we reserve the right to shortlist and invite suitable candidates in for interview prior to this date, as we are looking to make a new appointment as quickly as possible.



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