



KING'S COLLEGE SCHOOL  
WIMBLEDON



## IT HELPDESK TECHNICIAN

Information for prospective staff



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## THE DEPARTMENT

The King's IT department provides support to the three schools run by The Corporation of King's College School. You will be joining a department of six, led by the Director of IT. Although roles within the team are separate, the team works closely together based in the same office, with as much sharing of knowledge as possible and training on new technologies. Within the school, the IT department works closely with the resources department as part of the Bursar's organisation and has development direction provided by the Digital Strategy Group. The school is currently engaged in a major programme of investment in IT as part of the digital strategy.

### The Network

The school runs a Windows 10-based network across the three schools plus sports ground and boathouse, encompassing approximately 800 desktops, and has implemented an ambitious digital strategy to provide all teachers with a mobile device, either a Microsoft Surface or iPad, and has developed the use of cloud services, particularly Office 365.

Every classroom has a projector or interactive touchscreen, with either a PC or the ability for staff to connect their mobile device. Some also have additional items such as data logging and specialist printers. The increasing use of portable technologies and the use of

Cloud services is the current focus. The IT department supports Microsoft Surface and iPad class sets, as well as Chromebooks and other devices. This leads to a continued evaluation and expansion of the wireless coverage, internet subscriptions and promotion of tools such as Office 365. The network also supports various connected devices such as IP telephony, copiers and security devices, and is continually monitored to maximise performance.

The school uses a varied selection of software packages, managed and deployed using industry standard management systems, both on-premise and in the cloud. The school operates an in-house application, King's Information Management (KIM), that provides a user-friendly interface for staff to carry out essential tasks and find information, as well as an intranet using SharePoint Online. In addition, the aim is to integrate the various databases with the school's main MIS so information can be shared.



## THE ROLE

### Reporting to the Helpdesk Manager

This is an opportunity to join a highly regarded team, working closely with the Helpdesk Manager, in assisting in the day-to-day IT use at the school. The role is to assist in the administration and maintenance of school IT systems, primarily by providing support to users. This includes appropriate resolution of tickets and ensuring the communication of progress to service users in line with departmental SLAs. In addition, you will support or undertake appropriate IT projects. The IT Helpdesk Technician supports staff and pupils in King's junior and senior schools and in the pre-prep school, WCPS.

### Roles and responsibilities:

#### Day-to-day support

- Provide assistance to staff and pupils on IT issues via the most appropriate means in line with SLAs, primarily through first- and second-line support
- Provide on-call cover during weekends as part of a rota (normally one weekend in three)
- Support of mobiles devices and promotion of their use throughout the schools
- Provide training to users as part of providing a complete support package
- Write, edit and revise training manuals, FAQ pages and other publications in support of IT assistance.
- Assist with tasks and projects from the department
- Troubleshoot hardware problems
- Support the school's hybrid Splicecom telephone

system.

- Deal with routine network connectivity problems and carry out simple network administrative tasks such as user account management.
- Routine maintenance of workstations and other IT facilities
- Assist with renewal of software subscriptions
- Liaising with external contractors as required.
- Maintaining the asset register for all devices
- Undertaking other tasks that the Director of IT might reasonably expect of the IT team in agreement with individual.

### Department projects and tasks

- Contribute to team discussions to help shape and further improve the support we provide
- Assist with sourcing new equipment and redistributing existing equipment
- Assist with the installation and rollout of new software
- Assist with the installation and configuration of new equipment, such as computers, access points and portables
- Assist with the setup, management and support of laptops and other IT elements for internal and public exams
- Contribute to the team to help initiate and assist with new projects



## THE PERSON

The successful candidate will be enthusiastic, highly motivated and keen to work in a high profile department with excellent people, communication and listening skills. A 'can do' flexible attitude towards working, workload prioritisation and an ability to work to tight deadlines, are essential.

The ideal candidate will have:

### Essential

- Experience in working in a similar technical role
- Experience of using/supporting MIS or large database systems
- Experience of database management
- MSSQL and MySQL
- Experience of data integration between separate products
- Experience in problem solving and excellent customer services skills
- Experience of Windows 10/11
- Experience with a wide range of Microsoft products, including Office 365

### Desirable

- Experience of SchoolBase, Razor's Edge, Chris21, Sage or similar
- Webservers (IIS, Apache)
- Microsoft networking (Active Directory, Group Policy, DNS)
- Powershell
- SharePoint development
- PHP – OO code, not framework
- .NET

### Terms and Conditions

- This is a permanent, full-time role
- Start date: ASAP
- The annual salary is in the region of £25-28k (depending on skills and experience) based on a 40 hour working week
- Working hours - Monday to Friday, hours to be agreed with an hour for lunch
- Weekend on-call rota (one weekend in three) – to act as initial response to IT emergencies submitted via the ticketing system. Weekend on-call will be paid in addition to annual salary.
- Occasional evenings & weekends will need to be worked to cover events, projects and out of hours installation work - it will be agreed in advance of each event whether this will be covered by taking time off in lieu or via paid overtime
- 25 days' holiday per annum plus English statutory public holidays – 33 days in total (holiday must be authorised in advance and fit in with the department's work schedule)
- A minimum of 5 days' leave must be taken over the Christmas holidays when the school is closed
- School lunches are provided free during term-time
- Contributory support staff pension scheme – employees are eligible to join after 3 months' service with a 10% employer contribution / 5% employee contribution
- A programme of health benefits is also offered by the school
- Discounted membership of the King's sports club



## APPLICATION PROCESS

A completed application form, with full CV and covering letter in support of your application should be sent either by email to [Recruitment@kcs.org.uk](mailto:Recruitment@kcs.org.uk) or by post (marked 'Application' in the top left hand corner) to:

**Tanya Allen**  
Human Resources Director  
King's College School  
Southside  
Wimbledon Common  
London  
SW19 4TT

**Please note:** incomplete applications (without all three requested documents being submitted) will not be accepted.

**Closing date: Monday 4th July 2022 at 9am**

**Interviews date to be confirmed**

Interviews may be staged and we may choose to appoint at any time during the application process..

### PLEASE NOTE:

This job description is indicative of the nature and level of responsibilities associated with this post. It is not intended to be exhaustive, other tasks and responsibilities may be allocated as necessary from time to time.

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.

Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.



## THE SCHOOL

King's College School is an independent day school for boys aged 7-18 and girls aged 16-18. Founded in 1829 by Royal Charter, King's is a school of almost 1,500 pupils, including approximately 300 boys in the junior school, located in one of the most attractive and peaceful parts of London. There are over 240 staff in the two common rooms and approximately 160 non-teaching staff.

King's prides itself on being a forward-thinking and innovative school. As well as being a very successful International Baccalaureate school, we offer pupils the opportunity to study from a wide A level curriculum and to engage with our family of schools abroad. We accept boys at the age of 11 into year 7 of the senior school from both primary and prep schools, as well as our own junior school. We also continue to offer the 13+ entry into our fourth form (year 9), and over 50 girls join the school each year at 16 to study in our sixth form. A £50m master plan was recently completed that has renewed and replaced major facilities across the campus.

At King's, colleagues, parents and pupils work together in a warm and supportive atmosphere to help every child achieve their full potential. We are committed to creating an inclusive culture where every member of our community has the right to be known and respected as their authentic self, and the experiences of all pupils are as positive as they can be. We have recently appointed a new director of equality, diversity and inclusion to spearhead our equality and inclusion agenda in all its forms.

Academically, King's is consistently placed within the top five schools in national league tables. In 2019 (the most

recent year when exams have taken place), over 50% of all sixth form grades were awarded A\* at A level or 7 at IB Higher Level and over 80% of all GCSEs were graded 9/8 (or A\*). Over 300 boys and girls have won places at Oxbridge in the last seven years, with over 90% of pupils achieving their first choice university offer.

Our approach at all levels encourages pupils to look beyond academic excellence, as the vibrant success of our drama, music and games departments indicates. We are fully committed to the CCF, the DofE Award Scheme, and partnership work with over 30 local maintained schools, encompassing community projects involving large numbers of King's pupils on Friday afternoons.

King's has a history of enabling bright young minds from every background to access the school, and financial assistance of up to 100% of tuition fees and up to 100% of other costs is available. Admitting boys aged eleven directly into the senior school since September 2016 has afforded access from a wider range of family backgrounds and we have raised significant bursary funds to support the 11+ senior school entry, which includes income from our sister and partner schools in China, Bangkok and Monaco.

Alumni of the school include poet and painter Dante Gabriel Rossetti, Nadhim Zahawi MP, actors Khalid Abdalla and Ben Barnes, theatre director Christopher Luscombe, musicians Marcus Mumford (Mumford & Sons) and Dan Smith (Bastille), and policy advisor Devina Banerjee who was awarded an MBE recently for her work in the UK Vaccine Task Force.



## WORKING AT KING'S

King's is a vibrant and energetic community to be part of. There is an atmosphere of kindness, cooperation and trust. There is a "can-do" attitude amongst the staff body, coupled with high levels of emotional intelligence, good humour and mutual support. Our staff believe that King's truly is an excellent place to work, epitomised by the results of our 2018 staff survey in which 100% of staff stated that they enjoyed their job.

Support staff at King's maintain high professional standards. They work within clearly structured departments but also collaboratively with other departments and with teaching staff. There are termly meetings for the whole support staff, which are complemented by bespoke training sessions. Individual staff members who wish to enhance their professional development are supported.

Whilst there are high expectations of support staff, they receive rewards for their efforts:

- Salary well above London and national averages
- 25 days' holiday per annum plus English statutory public holidays
- Contributory support staff pension scheme – employees are eligible to join after 3 months' service with a 10% employer contribution / 5% employee contribution

- Health care provision
- Discounted gym membership
- Free lunch (during term time)
- Shuttle buses from Wimbledon station
- Travel loans
- 25% fee remission (for children of staff members who meet the academic criteria)



## INCLUSION AT KING'S

At King's we are committed to creating an inclusive culture where every member of our community has the right to be known and respected as their authentic self, regardless of race, ethnicity, religion, gender, sexual orientation or disability. This inclusive approach will be genuinely upheld if day by day each of us helps to create a compassionate and supportive environment, one in which each individual feels valued, able to be themselves and are free from any form of intimidation. We do not accept any form of discrimination and will demonstrate this in our behaviours, in the way that we view and treat others and the way that we challenge inequality and discrimination as active and supportive bystanders and allies.

We recognise that discrimination, inequality and exclusion are an issue at all levels in society, and that all institutions must proactively strive to address these issues. To do this, all members of our community recognise that we are responsible for our words and actions. We understand that we are all on a journey and will learn from our mistakes. If conversations are uncomfortable, we will enter them with kindness and an open mind. We celebrate diversity and seek to learn from experiences and perspectives which are not our own. We call out behaviour which is unkind, discriminatory or disrespectful. We understand that all forms of behaviour, whether in person, at school, or in the

virtual world, should be compassionate and rooted in kindness, civility and respect. We appreciate that each member of our community has different circumstances and we endeavour to allocate the resources and opportunities needed to help everyone to thrive and feel a strong sense of belonging.

Further information about equality, diversity and inclusivity at King's is available on our website at <https://www.kcs.org.uk/equality-diversity-and-inclusivity-at-kings>

*King's College School is fully committed to the principles of equality, diversity and inclusivity in its recruitment of teaching and support staff.*

# WORKING AT KING'S - STAFF PROFILES



"When I joined King's staff were so welcoming and friendly which helped me to settle into my job role quickly. The rest of the IT department were very reassuring, which allowed me to provide better support to the two IT technicians I manage. I really enjoy using the new sports facilities in the evenings, which is a great benefit to working at King's."

**- Mr Brown**  
**IT Helpdesk Manager**



"I joined the HR department here at Kings in 2008 and I can't imagine working anywhere else. My role is varied and I really enjoy that no two days are the same. I feel very privileged to work with so many amazing people in such a beautiful school. Everyone wants King's to succeed and I am often amazed at the camaraderie that everyone shows on a regular basis."

**- Mrs Pearson**  
**HR Administrator**



"Joining King's in 2006, my role as team leader, Science Department, is to oversee the operational functioning of the laboratories. As a team of six technicians our primary remit is to deliver a range of practicals to support teaching excellence across all science disciplines. My career at King's has been rewarding in so many ways but a particular highlight has been the re-design of a modern, multi-functional central prep room - this has transformed the way the team communicate, share our varied skills and manage a busy workload."

**- Mrs Danckwerts**  
**Team Leader - Science Technicians**



"I've been working at King's College School since 2016. It is an outstanding school that offers our students so many opportunities. Working at King's College School is a great opportunity to gain experience, meet wonderful people and expand your horizons to the world."

**- Mr Laska**  
**Porter**



## LIVING AND WORKING IN WIMBLEDON

Wimbledon is famous for its annual Grand Slam tennis tournament, but that is not the only thing that makes living and working in Wimbledon an attractive proposition.

The area provides a wonderful mix of town and Village life. The streets are bustling and lined with bars, restaurants and shops. The charming children's Polka Theatre is situated in the centre of Wimbledon and a new stadium for AFC Wimbledon has recently opened just a short drive away. King's is located on the edge of Wimbledon Common, at the beginning of one of the largest areas of green, recreational space in the whole of London. The Common, which extends to Richmond Park, is home to a 19th century windmill and an Iron Age fort.

One of the best things about working in Wimbledon is its connectivity. Wimbledon station is located in zone 3, approximately 10 minutes from Clapham Junction and 20 minutes from London Waterloo. There are regular trains to numerous destinations, including Kingston, Epsom and Richmond. Wimbledon can also be reached by tube, via the District line, and by tram, which connects to places such as Croydon and Beckenham. King's is also in a convenient location for road users, with its proximity to the A3 providing an excellent link to the M25.

Although property prices are high in and around Wimbledon Village, there are affordable options a little further away. Many staff choose to live in Central and South Wimbledon or Raynes Park, which is a 15 minute walk from King's. Other nearby options include Motspur Park, Worcester Park, Clapham, Tooting and Earlsfield but plenty of colleagues prefer to commute from Surrey, where Esher, Epsom and Ashstead are popular choices.



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Published by Location Maps Ltd Tel: 0800 731 4084 [www.locationmaps.com](http://www.locationmaps.com)

