



**King's
Worcester**

ICT Network Technician

Full time

Candidate Information



The King's Foundation



King's Worcester is an exciting and rewarding community in which to work, and I am thrilled that you are considering making an application to join us. Our ethos is to combine a profound appreciation of our heritage with a sharp appetite for educational innovation and a vigorous enthusiasm for the co-curricular provision which

lies at the heart of schools like ours. But central to everything is our friendly atmosphere and excellent relationships between staff and pupils.

We are all shaped by our environment and at King's we are truly grateful for the beautiful physical and intellectual environment in which we live and work.

The King's Foundation in Worcester is a community of three schools: King's Senior and our two Prep Schools, King's St Alban's and King's Hawford. The Senior School educates approximately 875 pupils aged 11 - 18 in our beautiful city centre campus; at King's St Alban's, which is also the Cathedral Choir School, circa 200 pupils aged 2 - 11 enjoy sharing our extensive facilities on the same site. King's Hawford educates around 250 pupils aged 2 - 11 and is situated just north of the city in rural Worcestershire (four miles from the city centre campus). There is one governing body for all three Schools.

If you feel that you would be a great fit for this role then I look forward to meeting you in the months ahead, and - if successful - can't wait to work with you in the years to come.

Gareth Doodes

Headmaster and CEO of The King's School,
Worcester Foundation



This is a fantastic opportunity to join our busy ICT Technical Services Department as an ICT Network Technician. I'm looking for someone who is knowledgeable, reliable, committed, friendly, courteous and professional.

You must have a 'can do' attitude with proven ICT skills, knowledge of ICT technical support processes and excellent problem solving and interpersonal skills.

The ability to multi-task and prioritise is essential.

I look forward to hearing from you if you think that you fit the profile of this role and are keen to work hard in a forward-thinking and supportive environment.

Adam Winter

Director of Operations



Job Description

We are seeking to appoint an ICT Network Technician to join our busy ICT Technical Services Department.

The successful candidate will be responsible for ensuring first-class provision of an ICT network, including cyber/network security across the Foundation's three schools, as directed by the ICT Manager, in an innovative and forward-thinking department.

Reporting to the ICT Manager and working alongside the IT Network Analyst and ICT Technical Services Team, the ICT Network Technician will be responsible for efficient, effective, and secure IT network service provision. The post holder has a key role in ensuring that the department complies with Industry Best Practice, Cyber Essential/CIS security benchmarks and the administration of a complex and evolving network across the Foundation.

Main Duties and Responsibilities

- Assist with the administration of the network infrastructure within the Foundation, including configuration, patching or other maintenance of switches, Wi-Fi, VOIP, Fibre Optic, Broadband, and other network systems.
- Update and maintain a configuration change management database (CMDB) for network changes such as switch changes, port configurations, physical hardware, and patching changes.
- Assist with the administration of the Server infrastructure within the Foundation, including application installation, maintenance, removals, and remediation of faults/security patching.
- Run best practice analysers (BPA) or other analysis tools on servers and make recommendations for changes. If approved, implement those changes and record within the change management database (CMDB).
- Construct and update network topology and switch or other network documentation as directed or required to document our systems.
- Ensure all network equipment, including the removal of any end-of-life equipment, is entered/updated on the asset management system, adhering to the ICT Technical Services policy and procedures.
- Troubleshoot and resolve issues related to authentication on hardware devices, such as using RADIUS or 802.1x certificate authentication.
- Troubleshoot and resolve the categorised IT network tickets that are assigned to the post holder within the IT Technical Services Service Desk solution.
- Working with the ICT Manager and IT Network Analyst, implement patching or configuration changes following cyber security scanning of vulnerabilities. Document the changes made as part of a Cyber Security Vulnerability Log.
- Working with the IT Network Analyst, maintain and update the Foundation content (Internet) filters. This includes checking and making changes to the categorisation of websites, application of policy sets and general filter configuration tasks.
- Lead on the technical support and maintenance of the Foundation telecoms system.
- Provide general ICT support at King's Hawford Prep School when on-site. This is currently set to two days per week within term time and is kept under regular review. This may vary depending on support requirements.
- Working with the ICT Manager, maintain a license renewal schedule. Under direction, request and collate quotations for licensing renewals or for new licences from suppliers.
- Assist the ICT Manager in the production of software licensing analysis and cost reports.
- Support the ICT Manager in the delivery of various projects as required.
- Maintain an up-to-date knowledge of emerging technology and trends and developments in areas of interest and relevance to the Schools.
- Any other duties that may be required from time to time to ensure continuity or development of the ICT Technical Services for the Foundation.
- Understand the role in the context of safeguarding children and young people. The post involves minimal contact with children and the postholder will not be responsible for children.

Further information

Person Specification

Qualifications and Education Requirements

- GCSEs and further education, possibly higher education in Computer Studies.
- Industry certificated qualifications.
- Completion of an ICT Apprenticeship, Level 3 or higher is desirable.

Skills

- Experience of supporting within an ICT support or technical services department is desirable.
- Excellent ICT skills and knowledge of ICT technical support processes.
- Knowledge/experience of Microsoft Windows 10, Windows 11, and Office 365.
- Knowledge/experience including configuration/management of Network Switches, Wi-Fi Access Points /Wi-Fi Controllers, Content Filters, SSH, SSL certification and Routers.
- Knowledge/experience of Microsoft Windows Server Administration.
- Familiarity with desktop ICT and classroom audio-visual equipment, mobile devices, and mobile phones.

- Willingness to learn and develop and engage with Continued Professional Development courses and activities.
- Excellent communication skills, patience, tenacity, and adaptability.
- A cheerful and resourceful team player, who works with energy, enthusiasm and a steady, pragmatic attitude to problem solving.
- Able to manage own time effectively.

Hours and Conditions of Duty

This is a full time, year round role. The duties of the ICT Network Technician may occasionally necessitate working in the evening and at weekends.

For the majority of the week, the postholder will be based at King's Senior School, however as this is a Foundation-wide role, travel is required to all schools within the Foundation, both within normal duties at King's Hawford, and on occasion due to events, or for ad hoc or emergency cover. As such a driving licence, along with transportation, is a requirement for the role.

The salary for this role is up to £23,244 depending on the skills and experience of the successful candidate.



Application Process

All applications will be acknowledged.

The closing date for this post is **Sunday 4th June 2023**. All applicants will be notified after the closing date, whether or not they have been invited to an interview.

Successful applicants will be advised of the date and time of the interview. References will normally be taken up prior to interview and candidates should be aware that referees will be asked to comment on a candidate's disciplinary record and whether or not the candidate has been subject to any child protection concerns. Proof of identity will be required at interview.

Candidates unsuccessful at interview will receive written notification.

The School is required to ensure that the successful candidate is checked by the Disclosure and Barring Service. Details of the School's policies on safeguarding and promoting the welfare of children as well as equal opportunities are available on request. References will be obtained and verified prior to the appointment being confirmed.

The King's Foundation 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.

How to apply

Candidates should complete the Support Staff application form available on the vacancies page of the school website **www.ksw.org.uk/careers** and email it to the HR Team at **recruitment@ksw.org.uk** together with a covering letter, detailing your relevant experience, how you would intend to meet the challenges of the role and the particular qualities and strengths which you would hope to bring to the post.

Closing date for applications: **Sunday 4th June 2023**

Start date: **As soon as possible**

Please visit the vacancies page of the School website **www.ksw.org.uk/careers** to find out more about the benefits of working at King's and to hear why our staff love being a member of the School community.

In order to provide our pupils with a well-rounded and enriched educational experience that is truly representative of the world in which they grow up, the King's Foundation strives to place equity, diversity and inclusion at the heart of everything we do, ensuring that we build a community which is truly representative of all backgrounds and experiences. We believe that we will do that best if our employees come from different backgrounds and if we create an environment of inclusion and belonging for them.

