IT OPERATIONS ENGINEER NETWORK SPECIALIST

CANDIDATE INFORMATION

HONOR DEO

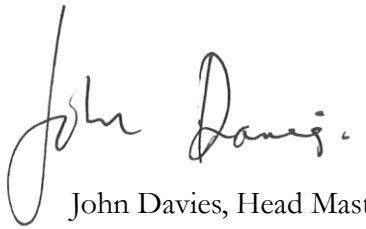
Dauntsey's

Welcome

Dauntsey's is a fantastic place to work. It is, first and foremost, a happy and ambitious community which offers every colleague the opportunity to develop themselves as they contribute to the lives of others. It is very important to me that everyone who works in the school is seen and valued; happy, motivated and talented people make a great school.

Dauntsey's sits in an idyllic location in the middle of rural Wiltshire, five miles from the historic market town of Devizes, close to Bath and Salisbury, and an hour and a half from London. The school has grown steadily in recent years, thanks to strong academic results, the strength of its all-round education, the generous support of the Mercers' Company and outstanding pupils and staff. It is a thriving co-educational school for day and boarding pupils.

I am always looking for conscientious, talented and optimistic people to join our school; I hope that our vision for education and community entices you to come and find out more about what we can offer you.



John Davies, Head Master

CONTENTS

About Dauntsey's

The Department

Job Description

The Candidate

Terms and Conditions

The Application Process

About Dauntsey's

Dauntsey's was founded in 1542, by William Dauntsey, Master of the Worshipful Company of Mercers. Today it is a leading co-educational boarding and day school for 11–18-year-olds, set in a 150-acre estate in Wiltshire and noted for its friendly and supportive atmosphere.

Staff and pupils have every opportunity to fulfil their potential and achieve their aspirations, both academically and otherwise. Dauntsey's is about much more than exam grades, our extensive adventure education programme encourages pupils to develop important life skills, such as resilience, communication, creativity, and teamwork and this adventurous spirit translates into the classroom, so pupils approach their academic lessons with curiosity and a "have a go" attitude.

Dauntsey's is a happy community with a strong family atmosphere where independent minds, social responsibility and moral values are encouraged, and the school community thrives on a culture of kindness and mutual respect.

The Department

Dauntsey's maintains a robust and innovative IT department that plays a crucial role in supporting the educational and administrative functions of the school. The department is committed to providing cutting-edge technology solutions and support to enhance teaching, learning, and overall operations within the School.

The IT Team is known for their friendly and supportive atmosphere. Team members prioritise collaboration, communication, and empathy in their interactions with teachers, pupils, and support staff across the school. The department is integral to the day-to-day functioning of the school and plays a pivotal role in enabling effective teaching and learning through technology. We've recently implemented a one-to-one device scheme throughout the student population. A large part of the IT Operations Engineer role will be to support this initiative moving forward.

Key members within the department:

Head of IT Services - Leads the IT department and oversees strategic IT initiatives within the school.

IT Operations Engineers - Manage the school's network infrastructure, ensuring reliability and security.

IT Support Technicians - Provide frontline technical support to students, teachers, and staff for hardware, software, and network issues.

Job Description

Role Overview: The IT Operations Engineer Network Specialist will act as the school's network specialist, taking a lead role in the management and development of all aspects of network infrastructure. They will provide expert support and technical leadership in the delivery of secure, reliable, and efficient IT operations that underpin the school's teaching, learning, and administrative functions. Working closely with the Head of IT Services and the IT Operations Engineer (Desktop Support Specialist) counterpart, the post holder will ensure a resilient and future-proofed IT environment, while supporting continuous service improvement across the full range of IT systems. Provide expert knowledge and support in the delivery of all School IT infrastructure services and staff\student facing software. Provide expert knowledge and support in the delivery of all School IT infrastructure services and staff\student facing software.

Key Duties and Responsibilities:

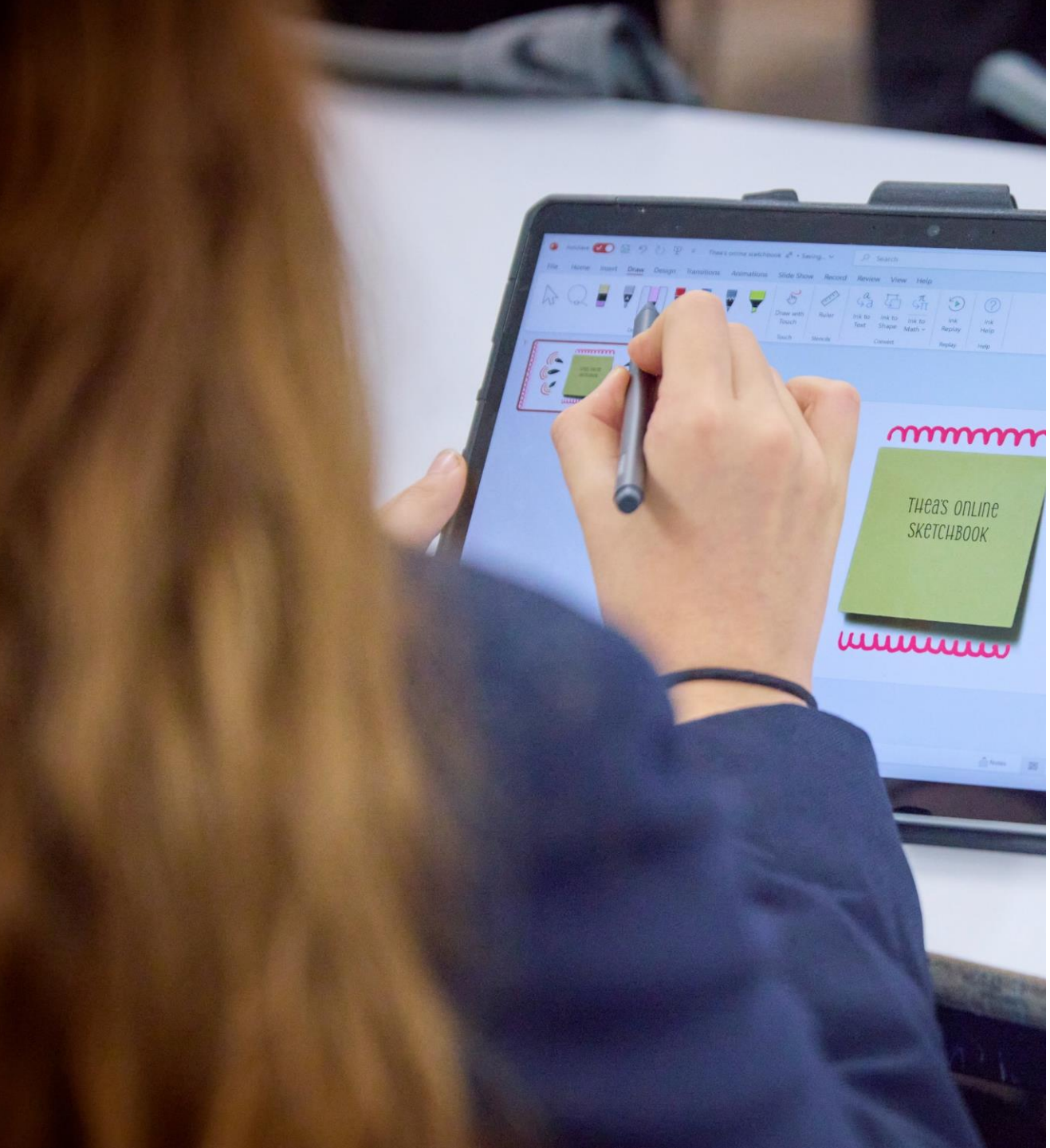
- Take lead responsibility for the school's network infrastructure, including the configuration, monitoring, and maintenance of firewalls, switching, routing, Wi-Fi, and network security
- Build, operate and maintain all core IT services including servers, storage, telephony, and cloud-based systems.
- Ensure safeguarding monitoring and policies are fully embedded and compliant within the network and wider IT systems.
- Support the design and development of IT service roadmaps in collaboration with the Head of IT Services
- Act as a senior escalation point for resolving complex network and systems issues.
- Maintain and document IT infrastructure components, ensuring knowledge sharing within the IT team.
- Manage Microsoft 365 tenant configuration and services, including SharePoint, Exchange, Teams and Azure AD.
- Ensure backups are functioning reliably by performing regular test restores and verifying data integrity.
- Assist with the creation and testing of software packages for deployment using centralised systems.
- Undertake IT projects that improve or introduce new services in line with school development priorities.
- Support the school's AV requirements, including the setup and live streaming of events such as concerts and shows.

IT Support

- Provide troubleshooting and support to all school IT systems.
- Provide a managed escalation of support to third party suppliers when required.
- Ensure support is delivered to a consistent and high standard with an emphasis on providing a customer focused service that meets the agreed services standards.
- Act as the escalation point for 1st line support, including undertaking service requests via the School's helpdesk system.

Systems Management

- Manage Windows Server environments and integrations with Windows and Apple client devices.
- Maintain network and system security through regular monitoring, patching, and adherence to security best practices.
- Deploy updates and software using automated tools, ensuring minimal disruption to users.
- Help plan and implement core IT service upgrades in line with infrastructure lifecycle plans



ADDITIONAL DUTIES AND RESPONSIBILITIES

The post holder may be required to perform duties other than those given in the job description for the post. The duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

All staff must comply with equalities legislation and Ofsted requirements as stated in the Education Inspection Framework (EIF) by advancing equality of opportunity, fostering good relations between different groups of people, eliminating discrimination, harassment, and victimisation, recognising diversity, and embedding equality and inclusion in their work.

An understanding of GDPR and the Data Protection Act 2018 and the job holder's responsibilities under these regulations is an essential element of this role. Training will be given to support you in meeting this requirement. The job holder must ensure adherence to the Schools Health and Safety Policy.

The job holder must, always respect the need for confidentiality whilst performing the duties of the role.

Represent the IT Department in a professional and approachable manner, promoting a culture of continuous improvement.

This job description is not a comprehensive definition of the post. Discussions will take place on a regular basis to clarify individual responsibilities within the general framework and character of the post as defined above.

ADDITIONAL DUTIES (continued)

The following duties are ones which all staff are required to perform:

- Always observe health and safety procedures and work safely.
- Be responsible for your own continuing self-development, undertaking training as appropriate to the working environment and location, and developments in your role.
- Conduct yourself with professionalism, tact, and diplomacy as a representative of Dauntsey's, in line with school policies and procedures

The post holder may reasonably be required to perform duties other than those given in the job description for the post, including work with a different department or team. The particular duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of the responsibility entailed.

SAFEGARDING RESPONSIBILITIES

As this post is in a school the successful person will engage in regulated activity relevant to children.

Dauntsey's is committed to safeguarding and promoting the welfare of children. The school has a range of policies and procedures for child protection and security. All staff are expected to familiarise themselves with and follow all these policies and procedures as part of their professional responsibilities. This includes participating in training and other activities that ensure the school stays complaint with relevant legislation, regulations and good practice.

Our Safeguarding and Child Protection Policy, and the Recruitment, Selection and Disclosure Policy and Procedure (including our Policy on the recruitment of ex-offenders) can be found on the recruitment pages of our website, https://www.dauntseys.org/work-with-us/vacancies . Please read this information as part of your application to the role.

The Candidate

It is anticipated that the successful candidate will demonstrate the following:

	Essential	Desirable	Method of assessment
	• These are qualities without which the Applicant could not be appointed	• These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	
Qualifications	*The professional, technical, or academic qualifications that the Applicant **must have** to undertake the role or the training that they **must have** received* • A minimum of GCSE's and A-Levels	*The professional, technical, or academic qualifications that the Applicant **would ideally have** to undertake the role or the training that **they should ideally have** received* • Degree or higher in Information Technology, Computer Science, or related field. CompTIA A+, Microsoft Certified IT Professional (MCITP) Azure Administrator, Cisco CCNA).	View certificates and qualifications Interview
Knowledge & Experience	*The categories of work or organisations, types of achievements and activities required by the Applicant that would be likely **to predict** success in the role* • Proven experience managing and maintaining enterprise network infrastructure (routing, switching, VLANs, wireless networks, firewalls). • Strong working knowledge of Windows Server environments and Microsoft 365 administration (including Azure AD, Exchange Online, SharePoint, and Teams). • Experience supporting end users in a multi-site or complex organisational environment.	*The categories of work or organisations, types of achievements and activities that would be likely to **contribute** to success in the role.*	Application form Interview Professional references

Knowledge & Experience	• Proven experience managing and maintaining enterprise network infrastructure (routing, switching, VLANs, wireless networks, firewalls). • Strong working knowledge of Windows Server environments and Microsoft 365 administration (including Azure AD, Exchange Online, SharePoint, and Teams). • Experience deploying software using imaging or deployment tools (e.g. Microsoft Endpoint Configuration Manager, PDQ Deploy, Intune). • Good understanding of IT security practices, GDPR, and safeguarding principles in a school or similar setting.	*The knowledge that would **enable** the Applicant to perform effectively in the role* • Experience managing Fortinet firewalls • Familiarity with VMware virtualisation and SAN technologies(e.g. Nimble Storage) • Scripting or automation experience (e.g. PowerShell) • Experience working in an educational environment and understanding of school-specific systems and priorities. • Experience configuring web filtering and monitoring tools	Application form Interview Professional references
Personal competencies, qualities, attitude and behaviours	*The personal qualities, attitude, and behaviours that the Applicant **requires** to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people* • Proactive, solutions-focused, and able to work independently with minimal supervision. • Methodical, organised, and capable of managing multiple concurrent tasks. • Able to document systems clearly and share knowledge effectively with colleagues. • Strong team ethic and commitment to delivering high-quality service. • Excellent written and verbal communication skills, with a customer-focused approach.	*The personal qualities that would **assist** the Applicant to perform effectively in the role* • Enthusiasm for technology and a passion for continuous learning. • Ability to remain calm and focused under pressure. • Proactive approach to identifying and resolving potential issues. • Willingness to take on additional responsibilities and contribute to team goals. • Ability to adapt to a dynamic and fast-paced work environment.	Application form Interview Professional references

TERMS AND CONDITIONS

HOURS OF WORK

You will be required to work 40 hours per week on a shift pattern (to support the cover on Saturdays) between the hours of 08:00 – 17:00 Monday to Friday and Saturday 08:00 – 12.45 (can be taken as time off in lieu in the working week). Due to the nature of this position a degree of flexibility is required in order to support the delivery of key projects or to cover for absence within the IT Support team. Where overtime is required, time off in lieu will be agreed with your manager.

HOLIDAY

Six weeks annual leave per year plus bank holidays. A minimum of 5 days holiday must be taken at Christmas.

SALARY

- £38,000

If, having read the above information, you would like to be considered, please apply by completing the application form, together with a letter of application before the closing date of:

via e-mail wtownsend@esp-recruit.co.uk

Please be aware that candidates may be invited to interview before the closing date, so you are encouraged to apply as soon as you are able. The vacancy may close early if an appointment is made following an interview.

All future correspondence will be by email.

Please add dauntseys.wilts.sch.uk and dauntseys.org to your safe sender list to avoid emails going through to your junk email should you be invited to interview.

Thank you for your interest in the position.

"On arriving at Dauntsey's I immediately felt part of the team. There are opportunities to get involved in so many areas and the network of support from other staff is fantastic. A year on and I haven't looked back."

Ruby - Lifeguard

150

ACRES

80+

CLUBS AND ACTIVITIES

The Application Process

Applications should be made on the Dauntsey's application form and sent to:

wtownsend@esp-recruit.co.uk and be accompanied by a supporting covering letter.

Please do not send CVs.

Completed applications should be sent to wtownsend@esp-recruit.co.uk
No later than 09:00 30 June 2025
If you have any additional questions, please contact:

020 8559 2077

The recruitment process will include interviews with members of the senior leadership team and other key members of staff. Further details of the process will be confirmed should you be invited to interview.

Dauntsey's recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome applications from people of all backgrounds.

This post will engage in regulated activity. Dauntsey's School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020, and as such successful applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service