



Job Description for ICT Engineer

Post: ICT Engineer

Line Manager: ICT Services Manager

Outline of Department

The ICT Services Department is a busy and lively department supporting every aspect of the School's use of ICT and related technologies. We aim to provide proactive support and the team strives to deliver the best possible solutions for the School.

At BGS, technology is central to the delivery of almost all aspects of our curriculum. All Junior and Senior School pupils are issued iPads on a one-to-one deployment basis, providing pupils access to Internet, email, M365 services and, in particular, OneNote in all their lessons. Teachers are issued with a laptop and iPad to deliver the curriculum and classrooms are equipped with modern projection solutions. We have dedicated computer suites and laptop banks running Microsoft Windows. Our 1532 Performing Arts centre also has a number of classrooms containing Apple Macs, primarily for Music, as these allow pupils to become more familiar with the industry standard tools. Printing and scanning facilities are available throughout the school. In addition to these standard services there are a number of curriculum specific technology solutions, such as the Mac setup in the music recording studio, or the 3D printers in technology, which contribute directly to their subjects.

At the heart of our school computer network is a VMWare virtual server environment, with a Nimble storage area network, containing a series of Windows based servers. The School has a fibre connected network infrastructure, made up primarily of HPE/Aruba switches, an Aruba site-wide wireless solution and leased line for Internet connectivity.

SharePoint provides the School's intranet. This, along with a number of other solutions, such as OneNote and Teams through M365 and Google apps, provide great tools for enhancing learning. Staff and pupils have access to these and their email from home, as well as much of the school software via Windows RDS.

BGS uses SIMS as our management information system (MIS), allowing parents and pupils to view information held on the school's MIS such as homework, behaviour and attendance information, or reports via the relevant SIMS apps. Integration with other third-party products enables staff and parent access beyond this.

Aside from learning, ICT is also used to support almost all other functions in the school, from Finance to Marketing and Admissions, Catering to Lettings, the ICT Services department is responsible for ensuring the smooth operational running of the School.

Purpose of Job

Aid the smooth and effective delivery of ICT services to the school. As an ICT Engineer you will take the lead on the resolution of issues regarding, and proactive maintenance of, the school's server infrastructure and core network. Under the guidance of the ICT Services Manager, you will also be responsible for identifying, proposing and implementing technical solutions to resolve issues and efficiency gains. The role provides mentoring and assistance to junior members of the team, as well as serving as an escalation point for any issues beyond their resolution. You will also be a key member of the team for project and development work, often during the school holiday, to deliver the school's ICT strategy.

Duties and Responsibilities

- To be part of and progress the whole school ICT Strategy
- Management, maintenance and updates of all aspects of the school ICT systems
- Provide the first escalation point for the junior members of the team
- Complete root-cause analysis of critical issues to ensure resolution and recurrence, escalating to the ICT Services Manager where required
- Support junior members of the department by delivering first line support where required
- Act as a mentor for the junior members of the ICT services team, advising the ICT Services Manager of their progress as required
- To log critical hardware and software issues with third parties for resolution where appropriate
- Assist the ICT Services Manager with the implementation of technical developments
- Identify areas of development or efficiency gains, with regards to recurring technical issues
- To support the standard operating procedures as designed by the ICT Services Manager
- Any other task or activity as reasonably requested by management
- Conforming to the School's Code of Conduct
- Adherence to the School's safeguarding procedures

This job description is not necessarily a comprehensive definition of the post. It may be subject to modification or amendment at any time after consultation with the holder of the post.

Candidate Specification

There are certain **essential criteria** that we would expect a candidate to possess.

A passion for IT
Strong IT technical skills
Positive, open and has a friendly attitude to customer service, improvement and delivery
Experience working in a busy IT support environment, providing face to face IT support
A commitment to ongoing professional development

The following list outlines the further qualities, skills and experiences that the selection panel will be keen to explore with candidates. It is understood by the panel and – we hope – by prospective candidates, that no single person will fulfil every criterion. We encourage candidates who do not “tick every box”, therefore, to apply nonetheless and to be open during the selection process about those areas in which they would wish to develop their skills and experience further.

Experience managing, maintaining, working with • Complex windows networks • VMWare • iPads and MDM • Microsoft 365 and Azure AD • Macs • Centrally managed wireless • Networking (VLANs, general TCP/IP networking, switch and firewall configuration) • SQL databases
Ability to multi-task and manage your own priorities and workload
A self-starter who is motivated and shows initiative
A sense of humour and an optimistic, resilient style when faced with pressure
The ability to develop good working relationships with all members of the School community
A well organised and resourceful approach to their work and have the ability to meet deadlines
Commitment to the ethos and holistic education provided by BGS and to the maintenance of BGS as a leading independent school
An enthusiastic and approachable nature
Be able to communicate well with children and young people and in particular be prepared to demonstrate: • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with any challenging behaviour • Professional attitudes to use of authority and maintaining discipline • Understanding of safeguarding and promoting the welfare of young people

Hours

Working hours	Monday to Friday, eight hours per day with half an hour for lunch unpaid, between the hours of 7:30am and 5:30pm (40 hours per week). The IT office runs a shift pattern to cover core working hours, and you may be required to work any hours during this time. Due to the nature of IT work, some work may be required outside of school core hours, this is compensated by time off in lieu.
Salary	The salary banding for this role is £31,600 - £39,600 per annum and will be dependent on relevant experience and technical expertise.
Pension	The School will automatically enrol support staff into a “Defined Contribution” pension scheme provided they meet certain eligibility criteria. Those choosing not to be a member of the Scheme may opt-out in accordance with the rules of the Scheme.
Holidays	Paid holiday entitlement is 20 working days per annum, in addition to Bank Holidays. Increasing to 22 working days per annum after 2 years’ service and then increasing by one working day per additional years’ service until it reaches a maximum of 25 working days.
Lunch	School lunch is provided during term time.
Education	At present the School’s policy is to allow all eligible members of staff to educate their children at the school at concessionary rates, subject to their children meeting the academic entry requirements and subject to a place being available.
Car Parking	No car parking is provided during term time

Equal Opportunities

The School is an equal opportunities employer and is committed to equality of opportunity for all staff. Applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage / civil partnerships. We are committed to increasing the diversity of our staff body and particularly welcome applicants from minority groups who are currently under-represented in our staffing community.

Application details

To apply please visit our website, [employment opportunities section](#). On the role specific page there is an ‘Apply now’ button which will take you into the online application process.

The closing date for applications is 23 October 2025.

Interviews are currently planned for 29 October 2025.

Bristol Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. In accordance with our Child Protection Policy we are unable to process applications without a fully completed application form. The post is exempt from the Rehabilitation of Offenders Act 1974. All convictions, cautions and bind-overs, including those regarded as ‘spent’ must be declared when applying. The applicant may post such a declaration in an envelope marked ‘Private & confidential for the Headmaster’ which will only be opened should the candidate be shortlisted. The successful applicant must obtain List 99 clearance and DBS (Disclosure and Barring Service) clearance at enhanced level.