User Admin and IT Support Officer

About the School

Situated in beautiful, spacious grounds on the edge of the Kentish village of Hawkhurst, we are a thriving school for 3 to 13 year olds with just over 300 pupils. We pride ourselves on the achievement of excellent results within a happy atmosphere where the focus is on each individual child. Our school values **'Valuing self and others'** encompass our ethos.

Marlborough House consists of a Nursery, Pre-Prep and Prep school and we offer flexi-boarding opportunities for pupils aged 8 and over.

Our website www.marlboroughhouseschool.co.uk provides a great deal of useful information about us and will give you a flavour of life at Marlborough House.

All staff at Marlborough House School are responsible for promoting and safeguarding the welfare of pupils for whom they are responsible or with whom they come into contact and are expected to adhere to and ensure compliance with the school's Safeguarding and Child Protection policy at all times. If, in the course of carrying out the duties of the post, the postholder becomes aware of any actual or potential risk to the safety or welfare of children in the school, s/he must report concerns to the Designated Safeguarding Lead.

User Admin and IT Support Officer

We are seeking a first-class technician with a positive and enthusiastic approach, for this busy role within the School's IT support team, whose primary function is to provide IT support to the School community.

The role of the User Admin and IT Support Officer is to provide technical support, practical assistance and advice to academic and support staff as required, under the guidance of the Bursar. Duties also include user administration across the Schools IT systems, and the installation of new software and hardware, as appropriate. Working with the Database and IT Support Officer, the User Admin and IT Support Officer is also a point of contact between external suppliers and third party support companies, in order to resolve on-site issues.

Due to the nature of the role, it is important that the successful candidate can demonstrate the required attributes and experience (see person specification below).

The User Admin and IT Support Officer will work closely with the Database and IT Support Officer, and will report directly to the Bursar.

This post is a part time, year round position (see outline terms and conditions below).

Please refer to the full job description and person specification below for further information.

Outline Terms and Conditions

Period of employment: Fixed term for one year, with the opportunity of a permanent position for the right candidate

Working hours: Part time, year round, at 0.6 pro rata of a 40-hour week, with additional attendance for events such as Open Days, Prizegiving, and training days. Normal hours of attendance for support staff are 9.00am - 5.00pm Monday - Friday.

Lunch is provided during term time.

Holiday entitlement: Pro-rata of 30 days, plus public holidays. Leave is to be agreed in advance and ideally to be taken during school holidays.

Salary: Salary will be £15,000 per annum for 3 days. The post is pensionable.

Pre-employment checks: Marlborough House School is committed to safeguarding and promoting the welfare of children and young people. Applicants must undergo child protection screening, including checks with past employers, and Disclosure and Barring Service.

How to apply

Please complete all application forms in full, and return electronically (**but not in pdf format please**) to recruitment@marlboroughhouseschool.co.uk or by post to the school in an envelope marked RECRUITMENT.

Please note that only applications which are on a school application forms can be accepted and that applications received after the closing date will not be considered for shortlisting.

Closing date for applications: midday Wednesday 13th February 2019

Interviews: Initial interviews will take place on Friday 15th February 2019

Required Start Date: To start as soon as possible

MARLBOROUGH HOUSE SCHOOL

User Admin and IT Support Officer

Job Description

MAIN AREAS OF RESPONSIBILITY

- Provide technical support, practical assistance and advice to academic and support staff

- Provide user administration across the Schools various IT systems

- Install new software and hardware as appropriate

- Liaise with external suppliers and third party support companies to resolve on-site IT issues

REPORTING TO:

- The Bursar

KEY RELATIONSHIPS:

- Database and IT Support Officer

- All school colleagues

SPECIFIC DUTIES AND RESPONSIBILITIES

Technical IT Support

- Provide support to all users of computer and IT applications across the School community (Work station: Windows 7 & Windows 10, Tablet / iPad, software, telecommunications, printers and scanners)

- Install new software and hardware as appropriate, under the guidance of the Bursar

- Deliver hardware and resources to work areas, classrooms and for assemblies and presentations as required

- Ensure the safe set up of equipment

- Liaise with external telephone, photocopier, CCTV and visitor management support contractors, under the guidance of the Bursar

Server and Network Support and maintenance

- Work with Windows 2012/2016 servers including Active Directory account management and Microsoft Exchange
- Administer Office 365
- Be responsible for ensuring data backups are taken daily

Other

- Working with the Database and IT Support Officer, be a point of contact between external suppliers and third party support companies, in order to resolve on-site issues.
- Ensure that an inventory of all computer hardware is maintained and that software licensing requirements are adhered to, and that the location of all items is recorded and hardware security marked
- Manage user accounts across the schools various IT systems
- Ensure devices have the latest security and Anti-Virus updates
- Attend Staff meetings and INSET training as required
- Attend training courses relevant to the post, ensuring continuing personal and professional development
- Perform any other duties as commensurate with the post that the Bursar may reasonably ask the User and IT Support Officer to perform from time to time

Policies and Procedures

- Be aware of, comply with, and enforce the School's policies and procedures relating to child protection, data security and confidentiality, IT Acceptable Use, Social Media, and Health and Safety, reporting all concerns to an appropriate person in line with the each policy
- Be aware of and comply with, all other School's policies and procedures

Safeguarding Children

- In accordance with the School's commitment to adhere to the Department for Education's Keeping Children Safe in Education and all other relevant guidance and legislation in respect of safeguarding children, the User

Admin and IT Support Officer will be required to demonstrate their commitment to promoting and safeguarding the welfare of children and young people in the school

Confidentiality

- During the course of employment, the User Admin and IT Support Officer will have access to information of a confidential nature. They will maintain confidentiality at all times in respect of school-related matters and to prevent the disclosure of confidential and sensitive information

Data Protection

- During the course of employment, the User Admin and IT Support Officer will have access to data and personal information that must be processed in accordance with the terms and conditions of the General Data Protection Regulation and properly applied to pupil, staff and school business/information

MARLBOROUGH HOUSE SCHOOL

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Person Specification

The successful candidate will ideally possess the following key attributes and experience. Essential criteria are those which candidates will be expected to meet in full. These requirements will be tested in a selection process which will include an interview exploring candidates' experience, attitudes and, in particular, suitability to work with children.

	Essential	Desirable
Safeguarding	• Committed to safeguarding and promoting the welfare of children	• Knowledge of safeguarding issues
Experience	• Working within an IT support position (IT hardware and software) • Experience across MS Office applications (Windows 7 and 10) • Experience of working with Microsoft Office 2016 and Office365 • An understanding of basic TCP / IP network • Provision of practical IT assistance and advice to colleagues • Demonstrable end user / customer support experience	• Experience of data reporting to a variety of stakeholders • To have worked within a school IT environment • An understanding of Active Directory • An understanding of Group Policy

Qualifications	• Educated to GCSE level or equivalent	• Evidence of continuing and professional development relevant to post
Personal Skills	• Positive and enthusiastic • Enjoys helping people • Can communicate appropriately with colleagues & pupils at all levels • Demonstrates integrity, discretion and tact • Self-motivated and ability to motivate others	
Professional Skills	• Excellent IT skills • Strong interpersonal and communications skills • provides excellent customer service at all times • Ability to deliver under pressure • Ability to adapt to changing work loads • Flexible team worker • Strong numeracy and literacy skills	