

IT SUPPORT ASSISTANT

REQUIRED IMMEDIATELY
INFORMATION FOR APPLICANTS



BARNARD CASTLE SCHOOL

Our History

Barnard Castle School has its roots in the medieval past and its eyes firmly set on the future of its children. The School traces its origins back to the nearby Hospital of St John, which was an educational and religious community established by John Balliol in 1229. John Balliol also established Balliol College in Oxford and his passion for learning remains central to our philosophy today. In 1883 with a gift from Benjamin Flounders, a Victorian philanthropist, and the proceeds of St John's Hospital, the present main School building was constructed.

The School

Barnard Castle School is a warm, friendly, busy and purposeful School which fosters strong senses of community and endeavour. A co-educational school for pupils aged 11-18. It has its own Preparatory School for boys and girls aged 4-11, situated on an adjacent site. There are 500 pupils in the Senior School and a further 200 in the Prep School. The Sixth Form currently numbers 150 pupils.

While academic achievement lies at the heart of what we do, as a Christian foundation we never forget the importance of fostering mutual respect and decency amongst our pupils. We believe that all our children have something to offer, and we are driven by a desire to find areas where each of them can excel. Every week we offer an extensive programme of over 100 extra-curricular activities and we are as proud of those who play chess for their House as those who play rugby for their country.

The School accepts day pupils and boarders, the latter currently numbering around 170. Boarding is largely British with a small number of overseas students.

The School is situated in its own extensive grounds on the outskirts of an historic market town, recently noted as being the safest in England, in an area of outstanding natural beauty. It is well-resourced and enjoys an enviable reputation for its pupils' achievements on a broad variety of fronts. It is also in proximity to and enjoys close relationships with departments in the universities of Durham, York and Newcastle.

Continuous improvement and investment have produced a number of new buildings, including the MacFarlane Building which houses Physics and ICT, the Atha Fitness Centre, an extension to our Prep School including a new science lab and the new purpose built Sixth Form Centre.

Further details about Barnard Castle School may be found in the Independent Schools' Yearbook and on the School's website www.barnardcastleschool.org.uk.

The Position

The Director of Operations requires an IT Support Assistant to assist with the maintenance, technical support and development of the School's IT resources. Supporting and advising both staff and pupils in the appropriate use of IT, this is a growth area and the range of duties is likely to expand in line with the School's requirements and post holder abilities.

The ICT Support Department

The department is located in the M Block, a recently built, modern ICT and Physics building which is adjacent to the playing fields. The department currently supports over 800 users, 360 domain computers, 23 servers and a Wi-Fi system comprising over 110 arrays and more than 800 unique 'bring your own' devices.

The Job Description

Reporting To: The IT Support Manager

Responsible To: The Director of Operations

Key duties and responsibilities

The duties and responsibilities of the IT Support Assistant include (but are not limited to):-

Installation and Maintenance:

- Connecting, setting-up and checking PCs and peripherals for normal usage.
- Performing routine maintenance tasks to include all hardware and infrastructure.
- Installing new software as required.
- Performing basic hardware repairs and upgrades.
- Installing and maintaining network cabling.
- Performing diagnostic and recovery routines on the network and supporting network users.
- Performing routine tasks to maintain user accounts and permissions.
- Perform network fault-finding and diagnosis as required.
- Managing and maintaining adequate stock levels of consumables.

Support and Management of the IT Service:

- Responding to support requests as prioritised by the IT Support Manager.
- Keeping accurate records of all support requests through to completion of the task.
- Identifying possible IT requirements and proposing solutions.
- Liaising with third-party support providers as appropriate.
- Timely and accurate preparation and use of specialist equipment/resources as required.

Other:

- Investigating and researching new technologies, hardware and software and assisting in implementation.
- To attend any relevant training sessions to ensure that you are fully equipped to perform your role effectively
- To undertake any other tasks commensurate with the duties and responsibilities of the post.

In order to meet the high standards expected of support staff in our school, the Director of Operations seeks to employ a person with the following qualities, experience, skills and abilities.

Criteria	Essential	Desirable	Assesment
Qualifications and professional or vocation training	Educated to GCSE standard or equivalent with passes in English and Maths. (High standard of literacy & numeracy) Full driving licence	Educated to A level standard or equivalent with two passes, one in an IT-related subject. Certificate in First Aid.	Application form and proof of qualifications
Experience		Experience of working in a school environment. Experience of working in an IT Support Environment. Experience of server management.	Application form, interview and trade test.
Specific Knowledge	Basic knowledge of hardware and software IT technologies Experience of Microsoft Windows 7/8/10	Microsoft Server 2008/2012 including: Active Directory, Group Policy Management, DHCP Management, Print Management, IIS Management vMware & vSphere Client Veeam Replication & Backup Microsoft System Centre Configuration Manager 2012 Xirrus Management System FortiGate Firewalls Microsoft Exchange 2013 Office 365 Apple iOS for desktops & mobile devices Cat5/6 networking HP Switching including VLANs iSAMS Management Spiceworks Helpdesk & Inventory	Application Form, Interview & References

<p>Personal attributes, skills and values</p>	<p>Must enjoy seeing jobs through to completion</p> <p>Must be able to work on own initiative, and to specific deadlines</p> <p>Excellent communication skills</p> <p>Positive attitude</p> <p>Patience and determination</p> <p>Be able to work with and around staff and students in a school setting</p> <p>Approachability</p> <p>The ability to organise workload.</p> <p>The ability to work without direct supervision.</p> <p>The ability to work as a member of a team</p> <p>The ability to maintain confidentiality</p> <p>Excellent attendance and punctuality</p> <p>Flexibility</p> <p>Excellent social, verbal and written communication skills</p> <p>Excellent interpersonal skills with the ability to enthuse and motivate others</p> <p>Willingness to learn and adapt.</p> <p>Ability to accept & manage change.</p> <p>Confident.</p> <p>Highly motivated with a drive to introduce continuous improvement.</p> <p>Reliable</p> <p>Keen attention to detail</p> <p>Discrete, tactful & diplomatic</p>	<p>Experience in group or leadership presentations and training.</p> <p>Commitment & enthusiasm for environmental and sustainability issues.</p>	<p>Application Form, Interview & References</p>
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All Staff of Barnard Castle School are expected to:-

- Have high professional standards and be an appropriate role model of reliability, behaviour and appearance
- To establish high standards of communication with all stakeholders
- To uphold the policies of Barnard Castle School
- To take an interest in how the School operates

Appointment Terms, Conditions and Benefits

Type: Full time

Working Hours: 37.5 Hours per week. The staff in the department cover the hours of 8am to 5pm Monday to Friday and 8.30am to 12.30 on a Saturday morning during term time. Saturdays are covered by the department on a rota system of 1 in every 3 and time worked on a Saturday will be reclaimed during the following week.

The nature of the role will require the post holder to work flexibly to meet the demands of the role and the needs of the department.

During School holidays the School is open for business to external organisations for day and residential lettings. The IT Support department is expected to meet the demands of any holiday trading.

Salary: Dependent on experience

Paid Holidays: 20 days per annum plus bank holidays (pro rated in year 1). Holiday year runs 1st September to 31 August and all holidays should be taken in School Holidays. As a boarding School, some public holidays (usually May day) are a normal working day and a lieu day can be taken in School holidays for this.

Probationary period: 18 months with probationary period reviews every 6 months.

Notice: During the probationary period by School and Employee is one week in writing. Post probationary is 2 months.

Absence: Entitlement to Statutory Sick Pay (SSP) only during first year. School sick pay as detailed in your contract will apply in 2nd and later years.

Pension Scheme: In accordance with the Pension regulations 2013, eligible job holders will be automatically enrolled into the Occupational Pension Scheme with Pensions Trust.

Medical: The post holder will be required to complete a medical declaration at the start of employment.

Applications

If you feel that you can meet the above requirements then please submit a letter of application along with the Barnard Castle School application form and a CV to the Director of Operations. Only applications containing the requested information will be considered.

Please note that applications will be considered as they arrive.

Applicants may telephone to discuss matters relating to the advertised post with the Director of Operations. Applications should be sent to:

Director of Operations
Barnard Castle School
Barnard Castle
Co Durham
DL12 8UN

Phone: 01833 696003
Fax: 01833 696062
E-mail: smm@barneyschool.org.uk

Applicants should read carefully the application procedure – guidance for applicants, Policy on the Recruitment of Ex-offenders and the Disclosure policy and the Safer Recruitment policy.

Barnard Castle 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 all applicants will undergo child protection screening, including checks with past employers and an enhanced DBS and Barred list check with Disclosure and Barring Service.

Barnard Castle School is an equal opportunities employer.

Contact

Mrs Suzanne Metcalf
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