

**FIRST LINE  
HELPDESK  
ENGINEER**

**Job  
Information**



**RGS**  
NEWCASTLE

# FIRST LINE HELPDESK ENGINEER

Newcastle upon Tyne Royal Grammar School  
Required from September 2025



## THE POSITION

We are seeking an enthusiastic and dedicated First Line Helpdesk Engineer to join our dynamic team. Whilst this role is primarily suited for applicants looking to build upon existing First Line experience, there are also opportunities for development, training and qualifications related to the role for candidates who can demonstrate relevant skills or have general experience in this knowledge area.

As an integral part of our IDT Department, you will support a diverse range of users in a busy education environment, including office staff, teaching staff and students across multiple departments. Under guidance from the Second Line Helpdesk Engineer and the Network Manager, you'll be involved with setting up systems, troubleshooting, and maintaining computer hardware and networks.







## THE SCHOOL

In 1525, the Mayor of Newcastle, Thomas Horsley, wrote his will, in which he generously gifted his estate to fund a grammar school. Five centuries later, Horsley's vision lives on in the Royal Grammar School Newcastle's corridors and classrooms, and his philanthropic spirit drives the RGS's commitment to education.

Few schools can claim a 500-year history. Over the years, the RGS, has continued to flourish as the premier independent school in the North East of England and as one of the country's leading schools - consistently topping the regional table for academic excellence.

Today, RGS is a fully co-educational school with over 1,300 students aged 7-18 (Years 3 to 13). Its academically selective places are highly sought after. The school has more than 250 students in the Junior School, which shares the same outstanding site as the Senior School. Its Sixth Form is one of the largest in the independent sector, with more than 340 students.

While RGS prides itself on academic excellence, the school is also known for its emphasis on a holistic education. The school's 'There's More to Life' approach informs its holistic education, which is central to students' success, health and happiness.

RGS is based in the heart of Newcastle, immediately opposite Jesmond Metro station. The school occupies over 30 acres of land and has state-of-the-art facilities, including five brand new art studios, a new library, a modern Sixth Form Centre, a 25m swimming pool, two Sports Halls, a Performing Arts Centre, outdoor football/rugby pitches at Mooracres, an artificial turf pitch for hockey and the former County Cricket Ground.





## Academic Success

RGS is a special place, known and respected throughout the whole country as well as the North East. It's a place where aspirations are high, results are outstanding, and opportunities are endless. Our students go on to study highly selective courses at the most sought-after universities but also leave the school realising that life outside the classroom has been equally beneficial.

In 2023, RGS was named the overall national 'Independent School of the Year' by The Telegraph Group's Independent School Parent Awards. Most recently, the school was again named North East Independent Secondary School of the Year for Academic Excellence 2025 by The Sunday Times' Parent Power Schools Guide.

Academically, the school is highly selective. Students are assessed for entry at the key entry points (Y3, Y5, Y7, and a handful at Y9, plus Sixth Form). The biggest entry points are Y3 (60 students), Y7 (c.75 students) and Y12 (c.45 students). Beyond the academics, in Junior School (Y3-6), entry is assessed through activity days, whilst at Y7, students are assessed through online tests and an interaction day. Sixth Form entry is through interview only.







## Co-curricular Activities

At RGS, students can choose from over 170 co-curricular activities, ranging from music, drama, and sports to unique options like e-sports and knitting. All students are encouraged to discover what excites and inspires them.

Sport is also a central part of life at RGS, with students actively participating in a variety of activities including hockey, cricket, and basketball, from early morning until late afternoon. RGS views sport as a fundamental vehicle for students to develop lifelong skills, character, resilience – and, above all, a love for daily movement.

While it may seem tricky to balance schoolwork with so many exciting co-curricular and sporting activities, RGS has found that students actively engaged outside the classroom often perform even better academically. Both programs are designed to help students develop essential life skills, from self-awareness to decision-making and self-organisation.



## Pastoral Care

We understand that all of our students are unique and different, and we strive to treat them as individuals, aiming to tailor our care to meet their needs.

That is why pastoral care is another critical cornerstone of RGS's holistic approach. Student well-being is embedded throughout school life, from a dedicated Form Teacher and an allocated Tutor to easy access to the school Medical Team and counsellors who work together to help students reach their full potential.



RGS  
NEWCASTLE

## THE INFORMATION & DIGITAL TECHNOLOGY DEPARTMENT

Over the past four years, the IDT department at RGS has led the school through an exciting digital transformation, deploying over 1300 laptops to students and fulfilling the vision of putting a device in the hands of every child. Students in senior school have devices on a one-to-one basis, and technology now plays a significant role in the day-to-day life of teaching and learning at RGS. This transformation has included migrating services to cloud environments including device management.



## ACCOMMODATION & RESOURCES

The IDT team are positioned within a large, spacious but bustling office at the heart of the main school building. It is the centre of operations for all things digital and it is from this base that we offer helpdesk support to all users at school and devices are issued to staff and students when required.

---

**Job Description:** First Line Helpdesk Engineer  
**Closing Date:** 9.00am Monday 04<sup>th</sup> August 2025  
**Contact:** Sarah Buist [s.buist@rgs.newcastle.sch.uk](mailto:s.buist@rgs.newcastle.sch.uk)



## MAIN DUTIES AND RESPONSIBILITIES

Reporting to the Network Manager, the First Line Helpdesk Engineer's responsibilities will include but are not limited to:

### IDT Service Help Desk

- Proactively deal with first line IT issues on the RGS Portal, via phone or office walk ins.
- Escalating issues to the Second Line Helpdesk Engineer or Third parties as required.
- Supporting the IDT team to deliver IT projects.

### Network and Infrastructure and Cloud Management

- Assist and follow instruction from the Second line Helpdesk Engineer or Network Manager to maintain cloud services used by RGS for the maintenance of their infrastructure, hardware and services.
- Assist and follow instructions from the Second line Helpdesk Engineer or Network Manager to help manage and administer M365 applications, including SharePoint, Teams and the Office suite.
- Help to maintain procedures and documentation.

### User Account Administration

- Support processes in place to maintain identity and access Management – for all cloud services used.

### Cyber and Data Security

- Support processes in place to implement security measures to protect cloud data.
- Support processes in place for data protection policies and ensure technology systems comply with GDPR standards.
- Respond appropriately to cyber incidents.



## Filtering and Monitoring

- Implement current processes for web filtering solutions. Block inappropriate and harmful content without unreasonably harming teaching and learning.
- Escalate and alert the Second Line Helpdesk Engineer or Network Manager of any issues or suspicious activity.

## Hardware and Endpoint Management

- Support the IDT Team to deploy and maintain all cloud enrolled devices, use Microsoft Intune to assist the configuration, deployment and management of devices.
- To assist with the checking and maintenance of the school's IDT resources for safe, effective use by students and staff.
- Help maintain and update the hardware and software database and inventory.
- Assist the IDT Coordinator with requests for IT Hardware from staff and students.
- Assist with the installation, maintenance, and first-line repairs of ICT hardware including servers, computers, laptops, iPads, switches, Wi-Fi access points, and telephones.







## Maintenance of Resources

- Support the IDT team to maintain and audit the print management and telephony portals; ensure user accounts are accurate.
- Collaborate with third parties as required to ensure the provision of other IT services.

## Training

- Educate staff and students on best practices in using IDT resources and promote Cyber and Data Security awareness.
- Undertake appropriate and relevant IT training.

## Other responsibilities

- Attend and participate in regular department meetings





## SKILLS, EXPERIENCE AND QUALIFICATIONS

The following person specification indicates those areas of skills and personal characteristics, qualifications, training and experience that we are looking for.

### Qualifications and Training

- Minimum: 5 GCSEs grades A\*-C/9-4 or equivalent (including English Language and Maths)
- Desirable: IT related degree or relevant qualifications.

### Knowledge & Experience

- Preferred: 1- 3 years' experience in a First Line IT support role.
- Have a proven history of being able to troubleshoot and resolve issues.
- Able to demonstrate a solid understanding of IT principles.
- Familiarity with Windows operating systems and the Microsoft Office Suite.





## Skills and Personal Characteristics

- Motivated and the ability to work independently and as part of a collaborative team.
- Strong problem-solving skills and a willingness to learn.
- Excellent organisational and communication skills (both verbal and written).
- Friendly and professional.
- An understanding of the wider issues of working with young people and a commitment to safeguarding children is important.







## LIVING IN THE NORTH EAST

Whilst the North East is beloved and popular with so many, we know that not everyone will have had first-hand experience of it, so this is a short introduction to a city and region which we love, and believe you will too. Newcastle is a medium-sized city with an historic centre and a vibrant life of its own. There's culture and arts in the form of the award-winning BALTIC Art Gallery and The Glass House, alongside several theatres that attract national touring productions. There's music from classical to club and we are home to the Royal Northern Sinfonia. There's also a growing food culture with some fantastic restaurants.

If you like sport then there's certainly no shortage of top-class entertainment: from Premier League football being played at St James' Park and EFL at the Stadium of Light to first class cricket at Durham (a mere half hour away), and great rugby at the Falcons, not to mention basketball and even ice hockey, and then there is the annual Great North Run. The North East has also produced some of the country's finest athletes in track and field and there are clubs aplenty to get involved with, most famously in Gateshead.

The coast and the hills are minutes away from the city centre. By car you can be in the middle of nowhere in 45 minutes, the Scottish Borders is only an hour away and the Lake District an hour and a half. The coast is served by the Metro (our version of the Tube), but some of the country's best beaches are up the road in Northumberland, less than 40 minutes by car. There's mountain biking, road cycling, climbing, and endless hill walks in stunning countryside. There are green spaces all over the city too, with plenty of parks for children and dogs alike to run around.

There are three local teaching hospitals, two universities in the city with another three close by. Some pioneering medical work goes on at the RVI, Great North Children's Hospital and the Freeman Hospital.

History abounds with more castles than you could count and sites of interest for almost every period of English (and border) history. Add that to a proud, independently minded, and very friendly local population and we have most things you could want.

There are excellent primary schools in the region and city as well as some good secondary schools too, but staff do get a discount at the RGS. There are also a number of good competitor independent schools as well.





## MAIN TERMS AND CONDITIONS

- The start date for this role will be as soon as possible following completion of the School's Safer Recruitment checks.
- The post will report to the Network Manager and sits within the School Operational Team.
- This is a permanent role with the school and the successful candidate will be employed on an all-year-round contract which includes attendance on all staff days and training days throughout the year.
- The successful candidate will also be expected to work the mandatory safeguarding training day in September each year, which is compulsory for all staff.
- The successful candidate may also be required to work limited special events in school (e.g. RGS Day) with advance notice being given by the school.
- The normal core working hours for the role will be 37.5 hours per week, 8.30am – 4.30pm (7.5 hours per day), Monday to Friday.
- The salary will be in the range of 25-26k gross per annum, and the actual salary will be chosen to reflect the experience and skills offered by the successful candidate.
- RGS staff salaries are reviewed on 1<sup>st</sup> August each year.
- Holidays –The school offers a generous annual leave entitlement of 31 days plus Bank Holidays for all year-round support staff.
- The employee will be required to comply with a range of RGS policies, in particular, those regarding Data protection, use of ICT facilities, Child Protection, Staff Code and Health and Safety, a copy of which will be made available.



## WHAT WE OFFER

- During term-time, staff are provided with a free lunch, if on site.
- We offer an Operational Staff pension scheme, The Aviva Pension Trust for Independent Schools (APTIS). On receipt of a 6% employee contribution the school makes an employer contribution of 10%. There is also the option of a 3% employee and 5% employer contribution if preferred. This scheme is administered via Salary Exchange (also known as Salary Sacrifice) for those who are eligible. You can opt out of the Salary Exchange arrangement whilst remaining in the pension scheme. Further details of the scheme and salary exchange will be provided on appointment.
- Membership to life assurance scheme through Aviva which pays out 5x annual salary in the event of death in service.
- The employee will become eligible for sick pay under the RGS Support Staff Sick Pay Scheme after a qualifying period. Details of the scheme will be provided on appointment.
- The school offers an optional healthcare plan for all staff which includes optical, dental and physio cover, access to telephone GP consultations and a host of other benefits (terms and conditions apply). Further information will be available to the employee once in post.



- As with all RGS employees, the employee will be encouraged to become involved in the wider life of the RGS community.
- It is 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.

---

**Job Description:** First Line Helpdesk Engineer

**Closing Date:** 9.00am Monday 04<sup>th</sup> August 2025

**Contact:** Sarah Buist [s.buist@rgs.newcastle.sch.uk](mailto:s.buist@rgs.newcastle.sch.uk)





- Ongoing educational support and development of all staff with the provision of external and internal training courses, and our middle leaders training program for existing and aspiring managers.
- We offer an interest free travel loan for a corporate Metro travel pass after a qualifying period. Further information will be available upon starting in post.
- We offer a Bike to Work scheme for qualifying members of staff. Terms and conditions apply. Details will be shared upon starting.
- Opportunity to see free school productions in the Miller Theatre located in our Performing Arts Centre.



- Access to our onsite confidential counselling service.
- We offer access to the school medical team (1 doctor and 2 nurses) for triage medical advice and free flu vaccinations.
- Free use of a well-equipped gym, fitness suite and swimming pool at permitted times.
- Supportive and friendly community.
- Invitation to join staff clubs and wellbeing activities during term-time.
- Staff social events throughout the year.
- Access to the school's library service and a wide range of reading materials.



## HOW TO APPLY

Candidates are advised to read the 'Information for Applicants' with particular care before applying.

Enquiries about this post should be made in the first instance to Sarah Buist (Head of Digital Strategy) in the first instance. For an informal chat about the post, contact Sarah Buist on 0191 281 5711.

Please visit [www.rgs.newcastle.sch.uk/join-us/work-with-us](http://www.rgs.newcastle.sch.uk/join-us/work-with-us) to access our application form and further information for applicants.

To apply for this post please submit the following to [jobs@rgs.newcastle.sch.uk](mailto:jobs@rgs.newcastle.sch.uk) by the closing date.

1. A covering letter and
2. A fully completed RGS application form.

Note: You must complete the application form, even if you want to also attach a CV.

The closing date for this role is 9.00am Monday 04<sup>th</sup> August 2025.

Interviews will be held shortly after the closing date. We will hope to make the appointment as soon as possible following interview, offering the post and gaining acceptance.

Reasonable travel expenses will be considered to attend an interview if candidates live outside the local area. This is normally up to a maximum contribution of £100 on provision of receipts. If your expenses will be significantly higher than £100 and an overnight stay is required, please note all expenses will need to be booked and approved in advance. If you plan to claim expenses, please contact the Head's Secretary, Sandra Ellis [S.Ellis@rgs.newcastle.sch.uk](mailto:S.Ellis@rgs.newcastle.sch.uk) in advance of your interview, who will talk you through the policy and advise on eligibility for reimbursement.

### Safeguarding and Safer Recruitment

RGS is committed to the safeguarding of children and promoting the welfare of children and young people and expects all staff, volunteers and those working in school to share this commitment. The school applies the Government's Keeping Children Safe in Education Safer Recruitment procedures to all candidates including appropriate pre-interview checks on shortlisted candidates and pre-employment checks pending any offer. More information regarding the checks can be found in our Information for Applicants [here](#), and 'Keeping Children Safe in Education' (September 2024)

### Equal Opportunities

We are looking to appoint staff from a wide variety of backgrounds. Not just because it is the right thing to do but because at the RGS we recognise that those different experiences provide fresh perspectives, opportunities to challenge existing beliefs and provide opportunities to act as excellent role models for our diverse student body. We are committed to creating an inclusive and diverse school culture and our staff are at the heart of this. We are proud to be an equal opportunities employer, and all qualified applicants will receive consideration for employment regardless of neurodivergence, age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.



**RGS**  
NEWCASTLE

We strive to achieve a diverse workforce, fully representative of our pluralistic society and the ethnic make-up of the student population in the UK. People of colour are under-represented on our staff team. We are keen to attract applicants from a diverse pool of candidates and determined to be a fully inclusive employer, and a great workplace for people of Black, Asian, and ethnic minority heritage as well as White heritage.

We encourage all candidates to complete an 'equal opportunities' form with your application. This will be sent directly to the HR team for monitoring purposes.

## CONTACT DETAILS

Royal Grammar School, Eskdale Terrace, Newcastle upon Tyne, NE2 4DX

Tel: 0191 281 5711

General enquiries: [communications@rgs.newcastle.sch.uk](mailto:communications@rgs.newcastle.sch.uk)

[www.rgs.newcastle.sch.uk](http://www.rgs.newcastle.sch.uk)



Job Description: First Line Helpdesk Engineer  
 Closing Date: 9.00am Monday 04<sup>th</sup> August 2025  
 Contact: Sarah Buist [s.buist@rgs.newcastle.sch.uk](mailto:s.buist@rgs.newcastle.sch.uk)