



THE KING'S SCHOOL
CHESTER

IT Support Technician (Full Time) Applicant Information



Willow
Lodge

Discovering the *world*



KING'S
JUNIORS

Igniting *curiosity*



KING'S
SENIORS

Seizing *opportunity*



KING'S
SIXTH FORM

Becoming *exceptional*

EVERY OPPORTUNITY. ENDLESS POSSIBILITIES.

About us

King's is an academically selective, co-educational independent school originally founded in 1541. Almost 500 years later, King's is a thriving, and forward-thinking school of 1150 pupils, considered to be one of the very best of its kind in the country.

Further information about the school can be found on our website: www.kingschester.co.uk

THE ROLE AND OPPORTUNITY

The King's School Chester is looking for an **IT Support Technician** to join our IT and Technical Support Team. Working across the school the **IT Support Technician** is the face of the IT department - in and out of classrooms, theatres and offices, providing one-to-one support for our over 230 staff and 1100 pupils with an approachable and friendly manner.

This hands-on technical post includes supporting a variety of operating systems, software applications, and web-based systems, as well as supporting and implementing the diverse range of IT hardware in use across the site.



Maintenance and support of the school's technology assets

- Providing in and out-of-class support for over 1800 technology assets.
- Maintaining an inventory of all assets, including security tagging, loans, location tracking, commissioning, and decommissioning of equipment.
- Maintenance and management of digital signage solutions located around the school.
- Maintaining and monitoring stock levels of the reprographics and print equipment across site.
- Provision and setup of word processors and other IT equipment required for examinations.
- Assisting the IT Service Manager/IT Director in other associated tasks where required.

Providing technical support for users

- Resolving technical issues for over 1500 end-users.
- Providing in class technical support for teaching staff.
- Responding to support tickets within set SLA response times.
- Provision of ICT facilities for external visitors and events.
- Supporting the IT Service Manager in providing support & training to users.
- Creating and updating documentation and guides to assist end users.

Other responsibilities

- Assist and provide cover for the Theatre Technician and the Reprographics Technician.
- Make off site visits to collect or deliver equipment to suppliers for repair.
- Working at heights, moving of heavy equipment, use of ladders, and working in confined spaces.

PERSON SPECIFICATIONS



	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Level 2 qualifications in English and Maths. 	<ul style="list-style-type: none"> Professional ICT certifications e.g. CompTIA, Microsoft etc. Level 3 (or higher) qualifications in an area of IT.
EXPERIENCE		<ul style="list-style-type: none"> Experience working in the education sector. Experience using a help desk system. Experience of working in a customer facing IT role.
KNOWLEDGE AND TECHNICAL SKILLS	<ul style="list-style-type: none"> Working knowledge of Microsoft Windows 10 & 11, macOS, iOS/Android, and Microsoft 365 and its supporting applications. A basic understanding of networking and network hardware such as switches, routers, and wireless infrastructure. An understanding and commitment to ensuring complete confidentiality in all matters and adherence to GDPR regulations where applicable. 	<ul style="list-style-type: none"> Knowledge of education specific hardware and software, such as interactive displays, class notebook, Kerboodle etc. Knowledge of Linux, web hosting environments and databases. Knowledge of iSAMS Management Information system or similar MIS. A knowledge child protection and of the safeguarding responsibilities of adults working within a school environment.

	ESSENTIAL	DESIRABLE
SKILLS AND PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • The ability to work well as part of a small tight-knit team, while also being able to manage your own time and priorities effectively when working alone. • A continuous improvement mindset, with a passion for professional development and staying up to date with the latest developments in IT. • Excellent communication, numeracy, and literacy skills. • High professional and personal standards in both work and conduct. • Ability to convey complex technical problems to non-technical staff. • Confident in dealing with all levels of stakeholders and working with both adults and children. • Accepts accountability and takes personal responsibility for their own actions. • Ability to prioritise tasks and work under pressure during troubleshooting and problem-solving. 	<ul style="list-style-type: none"> • A passion for IT and computers outside of the workplace. • An interest in Technical Theatre – production and event support
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Flexible approach to working hours and weekend work on the rare occasion it is required. 	

SALARY AND BENEFITS



This opportunity is to work full time **Monday to Friday 37 hours per week 8.30am to 5pm**, all year round. Part time or term time only hours may be considered for the right candidate.

In return you will receive some truly excellent benefits and have access to promotional discounts:

- **Salary of £26-£30k per annum** depending on experience
- Free staff lunch on the days you work, during term time
- Teachers' Pension Scheme (TPS) or Scottish Widows Group Personal Pension Plan (depending on your role)
 - Personalised industry expert pension advice
 - 3 x death in service Benefit
- Fee remission, where applicable and according to eligibility
- Free use of the school gym and swimming pool
- A suite of termly staff celebrations and wellbeing initiatives
- Topical health and wellbeing advice
- Employee assistance programmes to support you personally and professionally
- Discounted group private health with BUPA
- Optical support
- A comprehensive further study programme
- Access to a cycle to work scheme
- Access to a salary sacrifice electric car scheme
- Invites to parenting webinars on key topics
- Free access to school productions, speakers and events
- Free onsite car parking

THE PROCESS

If you have any questions about the role, please email itsupport@kingschester.co.uk

Candidates for this post should apply by sending a completed application form to recruitment@kingschester.co.uk

Please note a curriculum vitae (CV) will **not** be accepted in place of the completed application form but can be accepted in addition. We do encourage early applications, as this role will tend to attract a large number of applications and we would love to hear from you.

Closing Date – 9am Monday 6th January 2025

Interview Date WC 13th January 2025

For more information and to apply using our application form, please see the schools website.

This job description does not define in detail all responsibilities and the responsibilities and activities in the job description may be varied to meet the changing demands of the school at the direction of the hiring manager.

The role is deemed to be in regulated activity with a moderate level of contact with children on a day to day basis.

We take pride in our outstanding reputation, and we know this is built largely on the excellent commitment and wide-ranging abilities of our staff. We are committed to promoting a diverse and inclusive workforce and we strongly encourage candidates from all different backgrounds to apply.

IMPORTANT - The King's School is committed to safeguarding and promoting the welfare of children and expect all staff and volunteers to share this commitment. All offers of employment are required to undertake screening relevant to the post, including checks with past employers and the Enhanced DBS check. In line with our commitments to safeguarding, the King's School uses preferred agencies and is unable to work with any agencies where Terms of Business have not been agreed by both parties prior to an engagement.

Our Child Protection and Safeguarding policy can be found on our School Website.





RECRUITMENT GUIDANCE NOTES

TERMS OF APPOINTMENT

Under the Department of Education's Keeping Children Safe in Education (KCSIE) Regulations we have a legal duty to undertake the following safer recruitment checks. Therefore, any appointment will be subject to the following:

EMPLOYMENT CHECKS

- **Application Form:** All candidates must complete our application form to be considered for a job. You must list your employment history from the date you left full-time education and give details of any employment gaps. Note: CVs alone are not accepted.
- **References:** To assess candidates' suitability, we shall request at least two references, one of which should be your current or most recent employer. Please ensure you provide all details requested for each referee on the application form.
- **Right to work in the UK:** If you are invited to attend an interview you will be asked to bring three forms of identification with you to confirm your right to work in the UK (this will be used to apply for your DBS if successful). Examples of acceptable forms of ID will be detailed in your invite to interview email.
- **Evidence of qualifications:** If you are invited to attend an interview you will be asked to bring evidence of the qualifications listed on your application form.
- **Medical Fitness:** If successfully appointed, you will be asked to complete a medical questionnaire and signed declaration of medical fitness to work. The School reserves the right to require you to undergo a medical examination if it deems this necessary which would normally involve seeking your consent for a referral to occupational health.
- **DBS Disclosure and other checks:** If you have ever been convicted of a criminal offence, bound over or cautioned, you must read carefully the section of the application form headed criminal convictions. The appointment is subject to a satisfactory Enhanced Disclosure & Barring Service (DBS) Certificate.

If you have spent time abroad for 3 months or more in the last 5 years you will be required to obtain an overseas check from that country. It is the candidate's responsibility to obtain this, however, the school will support the successful candidate through this process.

In addition we will check for any prohibitions, sanctions and restrictions that might prevent candidates from working with children or young people, or taking part in certain activities or working in specific positions.

- **Online Searches:** As per the KCSIE regulations September 2022 update, an online search for all candidates shortlisted for interview must be conducted.