# Role Description

## Job Title: IT Junior Support Technician - Maidwell Hall

## Reports to: Support and Infrastructure Manager at Uppingham

Job context

Maidwell Hall is a co-educational boarding and day school, educating pupils from Reception through to Year 8. Situated in a beautiful part of Northamptonshire, pupils at Maidwell Hall are encouraged by a dedicated team of staff to make the most of the 40+ acres of parkland, woodlands, lake and sports fields. At the heart of the school estate is a 17th century manor house, and all these factors combine to provide the perfect place for young children to learn and grow throughout their formative years.

With a Pre-Prep which opened in 2020, Maidwell Hall is growing and currently educates 135 pupils: around 50% of pupils fortnightly or flexibly board. In September 2022, Maidwell Hall joined the Uppingham Group of Schools (UGS), and the recent merger starts the School’s next chapter, which will arguably be its most exciting and ambitious.

All Maidwell pupils use ipads, carefully managed to provide safe access to learning resources and the internet. Currently a Google environment but transitioning to Microsoft and Teams.

The IT department (a team of eight based in Uppingham) is responsible for the development and maintenance of the Uppingham Group of School’s computing, network, audio visual and telephone facilities. This Appointment is based in Maidwell Hall, with periodic trips to Uppingham, reporting to the Support and Infrastructure Manager at Uppingham.

The Uppingham Group of Schools is committed to Equality, Diversity and Inclusion and welcomes applications from anyone who feels they could fulfil the role.

Job purpose

The purpose of the role is to:

* Blend collaborative customer service with sound technical skills to provide a first and second line IT support function to Maidwell staff and pupils on all IT services and equipment. Liaise with the Uppingham team and key suppliers to ensure 3rd line issues are resolved quickly.
* Undertake regular administrative, change, monitoring and operational tasks such as ordering and provision of devices (ipads, PCs, AV and printers), provisioning of accounts, maintaining IT security controls and the installing and updating of software.

Your accountabilities

**First/Second line support service**

* To provide 1st Line (call logging, prioritisation, initial diagnostics / resolution) and 2nd line (detailed diagnostics and troubleshooting) in accordance with the service desk and incident management processes, ensuring calls are dealt with within the appropriate SLA.
* Provide immediate effective fixes and workarounds to common issues and also maintain a library of on-line help and training guides to enable staff and pupils to help themselves.
* To provide outstanding, ‘can-do’ and friendly customer service at all times, ensuring the very best communication between staff and pupils and within the IT department.
* Ensuring all tasks are completed within defined SLAs.

**Change and Operations tasks**

* Creating and undertaking appropriate documented ‘standard’ change controls ensuring a high quality of accuracy and detail when following procedures e.g. Deploying software and apps, account maintenance (creating, archiving and deletion), assigning licences and so on.
* Undertake the Installation and commissioning of new equipment, moving of existing equipment and disposal of old equipment in line with the appropriate procedures (including the careful recording of asset information). Equipment will include iPads, PCs, Phones, Mobiles, Printers, peripherals, AV equipment (not an exhaustive list).
* Assist the Uppingham IT Team and manage on-site contractors during any infrastructure changes.
* Feedback improvements and efficiencies to standard change and operational tasks and work with IT colleagues at Uppingham when procedures change unexpectedly.
* When appropriate, undertake preventative maintenance (in particular checking and testing Audio Visual equipment, tidying patch cabinets) as well as assisting contractors in new installations.
* Maintain adequate stocks of consumables and other minor items for the School, keeping track of the budget.
* Ensure the IT office space and equipment at Maidwell is tidy and well managed.
* Handling and tracking ‘returns’ of faulty equipment with suppliers.

Qualifications, skills and experience, personal qualities required

Qualifications:

Good GCSEs including Maths and English.

Skills and experience:

Whilst we don’t expect experience in all these areas, these are the areas you will need to learn:

* Knowledge of managed IOS (Apple School Manager, Lightspeed MDM)
* Microsoft 365 Administration
* MS Windows (Any version)
* Google suite Administration
* Apple TV, Smart TVs, Projectors and Sound systems
* Ricoh Copiers

Personal qualities:

* Always provides a high level of customer service. Builds a rapport and trust with the customer and inspires confidence. Delivers on commitments. Is self-aware and understands the impact on others.
* Excels at personal development: forward facing, loves change, constantly learning and improving technical skills through self-study and personal research. Not afraid to make mistakes and learn from them.
* Positive can-do attitude. Reacts positively to changes in direction/scope. Shares knowledge and experience with the team.
* Takes personal responsibility for own actions. Likes to be organised, neat and tidy. Ensures all job tickets are logged and managed accurately with an attention to detail.

Key relationships

* Support and infrastructure manager (Line Manager)
* Maidwell Headmaster and Deputies
* Maidwell Operations Director

Terms and conditions

Working hours Monday-Friday 37.5 hours per week, **Term Time Only** **+ 4 weeks**. Some out of hours work may occasionally be required, given the nature of the role

Salary c £19,000 pro rata (£25,000 FTE)

Probation period 6 months

Benefits

Pension scheme Defined contribution scheme: employee contribution matched by School by factor of two, up to 10% maximum.

Benefits 50% contribution to premiums for School’s private health scheme

Death in service cover with a lump sum of twice annual salary

Free membership of dual-use Sports Centre (£25 annual admin fee)

Free staff lunches in term-time

School fee day place discount for children of staff

Retail and restaurant discounts, via Sodexo platform

Cycle to work scheme

Free annual ‘flu jabs

Westfield health care package

Recognised as a “Disability Confident” employer

Recognised as a “Mindful” employer

Safeguarding

The post-holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with the School’s Safeguarding (Child Protection) Policy at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School’s Designated Safeguarding Lead (DSL) or to the Headmaster.

Note

This Role Definition is not an exhaustive list of what may be expected of you in the role. It is non-contractual and may be amended by the School from time to time.

Applications

Applicants should complete the School’s application form, which can be obtained from the website ([www.uppingham.co.uk](http://www.uppingham.co.uk)) and returned, when completed, to hr@uppingham.co.uk, 01572 822216.

The HR Department

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IT department Structure