

## Job Description

<b>Job Title:</b>	<b>Senior ICT Technician</b>
<b>Hours of Work:</b>	<b>Full time</b>
<b>Department:</b>	ICT
<b>Accountable to:</b>	<b>IT Manager</b>
<b>Number of direct reports:</b>	<b>3</b>
<b>Budgetary responsibility:</b>	Yes, Tier 1
<b>Location:</b>	<b>Stowe School</b>
<b>Purpose of the role:</b>	Responsible to the IT Manager for the efficient maintenance of computer equipment, software, and the support of users – both staff and pupils, responding to the users’ needs in a friendly and competent manner. Supported the IT Manager with procurement and technicians to deliver the highest quality of customer service.

### **The Stowe Group**

The Stowe Group of schools (Stowe, Swanbourne House and Winchester House) was created in January 2021 and is situated on three separate sites in Buckinghamshire and Northamptonshire. Across the three schools, The Stowe Group offers education for boys and girls from 3-18 years. Within The Stowe Group there are more than 1,500 pupils and 850 colleagues. The Schools occupy sites of historical significance in Swanbourne, the market town of Brackley and the world-famous landscape gardens at Stowe, where we work with The National Trust to manage 880 acres and open the grounds to over 200,000 visitors a year. Stowe House is open to the public during the School holidays and for guided tours during term time. The Stowe Group is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. In 2021, The Stowe Group launched its transformational and substantive Change Makers vision and Change 100 programme.

### **Vision & Ethos**

We are Change Makers

Stowe stands in the most sublime setting of any school in the world. Historic buildings, landscaped gardens and the very spirit of the Enlightenment sit at the heart of its founding. But, as this remarkable landmark enters its second century as a leading public school, we believe that beauty and tradition are not enough: our future vision for the School embraces change, uncertainty and the challenges that will face our pupils not just during their academic careers, but throughout the rest of their lives in a world which is increasingly complex and ambiguous. Within that volatile environment we see our pupils and staff as Change Makers. They will make a lasting impact not only while they are here at Stowe, but, perhaps more importantly, in the wider world. The history of this place, both as a stately home and as a pioneering school remains important to our mission of education, and at the heart of a Stowe education remains intellectual enquiry, academic curiosity and a love of learning. We strive for a balance of rights and responsibilities, equality and inclusion and to treat each pupil and member of staff as an individual. Our vision is inspired by a history of progressive thinking, and has been developed through collaboration with our pupils, parents, teachers, support staff, governors and alumni. Yes, we teach pupils how to excel in exams, but we also teach them how to collaborate, how to solve problems and how to think critically. Stowe is educating a generation of Change Makers ready to transform the world.

The Group's talented and committed workforce is one of our greatest strengths. We are committed to fostering team engagement, attracting, mentoring, developing and retaining our best teachers and support staff. We focus on employee wellbeing, provide opportunities for professional growth and we create a culture of community and partnership.

**Key Tasks:**

1. Manage and organise department technicians. Prioritise projects and check workloads using ticketing systems, delivering the highest quality of customer service.
2. To configure, install and support computers for staff and pupils.
3. Developing and maintaining comprehensive documentation for all IT systems
4. To manage, configure and deploy printers, A/V equipment, and wireless network devices.
5. To monitor the School's ICT Support e-mail/helpdesk and respond to requests for support from colleagues, external stakeholders, and pupils.
6. Application installation/support, end-user troubleshooting, and user onboarding and offboarding
7. To provide 1st/2nd line support regarding computer hardware, software applications and wired/wireless network infrastructure.
8. To help maintain the School's ICT asset register.
9. Support development and management of procurement process, quotes and tenders as required.
10. Support IT Manager with hardware procurement and manage equipment stock, etc.
11. To assist with the planning, deploying and executing the configuration of devices for internal and public examinations.
12. To foster new ideas and experiences, participate in and encourage the development of initiatives, and embrace the change process as part of the working day.
13. Always ensure adherence to statutory Health and Safety and Data Protection Legislation.
14. Manage the onboarding and offboarding of the school's computer and mobile devices using Microsoft Intune Mobile Device Management.
15. To undertake ad-hoc duties as requested by the IT Manager or Group Director.

<b>Person Specification:</b> The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form		
Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Microsoft/IT Support qualifications (e.g. CompTIA A+/N+/ITIL/ CCNA)</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Azure fundamentals</li> <li>• M365 Administrator</li> <li>• Advanced networking, security or systems qualifications</li> </ul>
Specialist Skills and Experience	<ul style="list-style-type: none"> <li>• Providing support for PCs and all peripherals, including printers and A/V equipment</li> <li>• Experience of working in an educational environment</li> <li>• Coordinating and organising support requests</li> <li>• A solid background in Microsoft Active Directory, Azure AD, and M365 applications.</li> <li>• TCP/IP Networking experience, especially Wireless Access Points setup and troubleshooting</li> <li>• Microsoft Intune MDM experience</li> <li>• Windows 10/11 and MacOS/iOS setup, configuration, and support</li> <li>• Experience creating knowledge articles, documenting processes and best practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Scripting and automation skills - PowerShell, Bash scripts</li> <li>• Knowledge of GDPR/Cybersecurity principles and practices</li> <li>• Network switching/routing.</li> <li>• Microsoft Windows Servers</li> <li>• Project Management skills</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Excellent time management, administration, and organisational skills</li> <li>• Strong interpersonal &amp; communication skills</li> <li>• Flexible and energetic</li> <li>• Pleasant, helpful personality</li> <li>• Initiative and common sense</li> <li>• Ability to deal confidentially with queries and work independently.</li> <li>• Readiness to take responsibility for the resolution of problems</li> </ul>	
This job description and Person Specification reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder		
<b>Date Agreed: April 2024</b>		

Our Values



Value scales:

This value is the least important to the role	This value has some significance to the role	This value is desirable to the role but not essential	This value is important to the role	This value is essential to the role
1	2	3	4	5

In the role of XXXX we are looking for Change Makers who are (please highlight as appropriate):

Professional:	1	2	3	4	5
Creative Problem Solvers:	1	2	3	4	5
Kind:	1	2	3	4	5
Flexible:	1	2	3	4	5
Collaborative:	1	2	3	4	5
Communicator:	1	2	3	4	5