

IT Technician

Information for Candidates



**Queen Margaret's
School for Girls**

Escrick Park, York

Welcome to Queen Margaret's

On arriving in Queen Margaret's School you are immediately struck by the warm, welcoming atmosphere, the strong community spirit, and the kindness and openness of girls and colleagues, not to mention our beautiful environment at Escrick Park.

In our all-girls, perfectly sized, nurturing environment, every girl flourishes and self-belief thrives. We are committed to our boarding ethos for all - whether full, weekly or flexi boarders, or day girls, girls enjoy the value-added of our full boarding days. In our small class environment, every girl can be supported and challenged to achieve her best through a highly personalised approach.

Life at QM is busy - girls work hard and play hard and the rich opportunities open to them are down to the dedication and care of our incredibly committed staff team. Teachers at QM are much more than teachers - they nurture, inspire, challenge, guide and teach - in the classroom, in tutoring, in enrichment activities, in the boarding houses.

There is a strong culture of participation with many girls competing on the sports field, playing or singing in a musical ensemble, acting on stage, and of course focusing on their academic studies! We should never underestimate what students are capable of achieving and with the perfect balance of support and challenge through school, QM girls leave school with the self-belief, independence and open mindset to look forward to bright futures.

If you are excited by the opportunity to become part of our QM community and throw yourself into the busy life of this very special school, we would love to hear from you.

Nicola Dudley
Head

Working at QM

We are an equal opportunities employer and actively seek applications from candidates of all genders and all backgrounds. We employ around 150 staff and the majority of staff live within 30-45 minutes of the school including York, Hull, Leeds and Harrogate.

Working in a boarding school is an experience like no other. The sense of community is very strong and the opportunity to get to know both girls and staff is more apparent than would be the case in a day school. There are lessons on a Saturday morning and our term dates are shorter than schools in the state sector, although we adhere wherever possible to the half term dates of the local authorities in order to support our staff with children of school age.

Most girls stay at school after their lessons finish each day, either because they are boarders or because they are involved in activities. There are a variety of enrichment activities and clubs on offer including horse riding, squash and tennis coaching plus clubs as diverse as debating, fashion, philosophy and swimming. We have extensive sports facilities and all girls play hockey, lacrosse, netball and rounders as well as an array of other sports. Day girls are able to stay until 19:30.

Job Description

The IT Department is a busy department of two people; the IT Manager and the IT Technician. The IT Department is responsible for supporting and developing the school's IT systems and the use of IT within the school, ensuring the school has a secure and safe IT network which enables the use of IT as part of the curriculum and the day to day running of the school.

Role:

The main day to day responsibility of the IT Technician is to provide support to the users of the school's network and IT services. The role provides a first point of call for many of the school's users and will mainly be a supportive role working under the direction of the IT Manager.

Duties:

By the nature of the responsibility, the following list is not exhaustive, but is a guideline as to the main requirements of the role. The IT Technician must be flexible in approach and prepared to carry out reasonable tasks not necessarily covered within this job description. The IT Technician shall perform the following key functions:

- Support the IT Manager to maintain the functionality of the school network and related systems and hardware
- Support academic and administrative software and cloud-based systems; including:
 - ISAMS Management System
 - Pass Financial Management System
 - Moodle Virtual Learning Environment
 - Google Workspace for Education
 - Microsoft Office Suite
- Complete delegated and assigned jobs as directed by the IT Manager
- Provide support to staff and girls in their use of personal devices when connected to the school's network
- Provide first line support through the web-based helpdesk system and face to face contact
- Taking ownership of user problems and be proactive when dealing with user issues
- Maintain, with the IT Manager, an accurate and complete IT asset register
- Be part of the school's Saturday IT Support cover programme
- Visit classrooms and offices to provide user support and diagnose issues and faults with IT equipment
- Ensure that the documentation for the school's IT procedures is kept accurate and up to date
- Assist with the delivery of large scale projects.

Person Specification

The IT Technician will need to use these skills and abilities in their delivery of the role:

Essential

- Strong technical knowledge of computer hardware
- A sound technical knowledge of Microsoft Windows
- Experience with cloud-based and desktop-based office products
- Some knowledge of programming languages, for example PowerShell, VB as well as HTML and general scripting
- Willingness to get involved and do what's necessary to deliver and support IT in the school
- Ability to learn independently and seek successful resolution to problems encountered
- Personable, approachable and of a friendly nature.

Desirable

- Knowledge of LAN networks and associated protocols
- Knowledge of Microsoft Server technologies
- Knowledge of Linux server systems
- An understanding of systems for mass implementation of software and upgrades across the entire network; for example Microsoft Configuration Manager
- Awareness of Data Protection legislation and relevant good practice
- Health and Safety requirements for the maintenance and operation of a network.

How To Apply

All applicants must complete the school's official application form, available via this link to our website <https://queenmargarets.com/careers>, providing a full career history and names and contact details for two referees. Completed application forms should be returned to: recruitment@queenmargarets.com.

Queen Margaret's is committed to safeguarding and promoting the welfare of children and young persons and candidates must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service and will be asked to bring certain documents to interview to confirm their identity.

Candidates should be aware that, in compliance with statutory guidance, as part of the shortlisting process the school will consider carrying out an online search as part of their due diligence on the shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which the school might want to explore with the applicant at interview.