

Post: ICT Technician
Reporting to: ICT Manager

The Foundation

Prior Park Educational Trust known as The Prior Foundation comprises three thriving and prestigious schools: Prior Park College and Prior Park Gibraltar, both co-educational day and boarding schools, and the Paragon Junior School.

Prior Park College is an independent day and boarding school for 600 girls and boys aged between 11 and 18. The school occupies an imposing 50 acre site on Ralph Allen Drive in Bath, combining beautiful Grade 1 listed buildings with more modern, purpose-built facilities. Prior Park College is one of the group of Prior Park Schools which includes our junior school, The Paragon, on a 7.5 acre site in Lyncombe Vale, Bath, and our sister school, Prior Park Gibraltar, opened in September 2016. More information can be found at www.thepriorfoundation.com.

Your Role

As a member of the ICT Support Team, your role will be to assist the ICT Manager & Senior Technicians in the day to day support of the ICT systems at Prior Park College, and across all three schools within the Prior Foundation. The team's primary responsibility is always to protect students as well as to ensure the availability of critical teaching systems at the College, The Paragon School and (remotely) Prior Park School Gibraltar.

You will be based at Prior Park College, Bath where, alongside the rest of the team, you will support ICT services and users of those services across the site (Teaching areas, administrative offices, day and boarding houses) as directed by the ICT Manager. You will also be spending some time at The Paragon School as needed (typically during large deployments but also as part of supporting the Foundation system as a whole).

Your day will be busy and varied with a combination of essential maintenance routines, dealing with support calls as they come in and working on ongoing projects. You will also have the opportunity to take on specific system areas to support and enhance as you become more familiar and confident with the various systems in use. You will be expected to be able to balance these competing areas and prioritise critical tasks on a day-to-day basis, whilst taking full advantage of the in-team support and experience.

You will be working within the requirements of the Childcare Act 2006, General Data Protection Regulations (GDPR) and Regulations of Investigatory Powers (RIP) Act 2000, guided by the Child Protection Officer and the Data Protection Officer. He or she will report to the ICT Manager for line management. In the absence of the ICT Manager, day-to-day tasks will be directed the Senior Technicians.

Specifics of the Role

To assist the ICT Manager and Senior ICT Technicians in the support of

- Hardware support of the Cisco Meraki-based wired and wireless networking infrastructure at all three sites as well as intra-site wide-area-network connections (WAN)
- Desktop PCs, laptops, iPads and peripherals including building of hardware and deployment of images
- Staff and student user management and data storage, both onsite (Windows Server) and cloud-based (Microsoft Office 365)
- Core application services including Microsoft Office, email, OneNote, Teams and Sharepoint (Office 365), finance and student management systems
- Core teaching facilities including projectors, interactive white boards and screens, audio and docking systems
- Printing services (PaperCut) and phone system (Shoretel)
- Data backup & disaster recovery (Veeam)
- Internet services and security including antivirus, intrusion detection and Web filtering monitoring and reporting systems
- User support: via phone, email, remote support (VNC and Skype) & face-to-face contact
- Recycling and correct disposal of redundant equipment
- Setting up IT/AV equipment for assemblies, events and examinations
- Assessment and sourcing of IT equipment under the direction of the ICT Manager

The tasks listed above are not exhaustive. You may also be asked to carry out any other duties reasonably requested including those, which may arise in relation to The Prior Foundation and any of its constituent schools.

Professional Specification and Personal Attributes

Essential Requirements

- The ability to pick up new skills quickly and apply them independently
- To work as part of a close-knit team in supporting a wide range of users
- The ability to prioritise tasks when working independently
- To show the highest standards of integrity and service

Desirable Experience

- TCP/IP networking, VLANs
- Windows Server, Active Directory, Windows 10, Mac OS-X and IOS
- Managing users and data within a large, complex environment (preferably academic)
- Enterprise Wireless networks
- A/V Equipment: projectors & interactive whiteboards

Child Protection

Prior Park Educational Trust is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Data Protection

In the course of employment at Prior Park Educational Trust, staff may have access to confidential information relating to pupils and their families and are required to exercise due consideration in the way they use such information. Staff should not act in any way which might be prejudicial to the School's interest. Information which may be included in the category covers both the general business of the school and information regarding specific individuals. A strict code of confidentiality must be adhered to at all times. The School is registered under the Data Protection Act 1984 and staff must not at any time use the personal data held by the school or disclose such data to a third person.