

Post: IT Technician

Reporting to:

- 1) ICT Manager PPS
- 2) Headteacher

Prior Park Schools

We are a family of schools comprising, Prior Park College, Bath, The Paragon Junior School (Bath) and Prior Park School Gibraltar. Each School provides a high achieving, co-education, Christian Education. Our encouraging ethos nurtures over 1,000 pupils aged between 3 and 18 years to become confident, capable, compassionate and independent young people.

The Role

As a member of the IT Support Team, your role will be to provide day to day IT support services and be the first point of contact for any IT issues at Prior Park School Gibraltar. This part time role will be supported remotely by the wider ICT Team in Prior Park College Bath, UK.

There is a great opportunity to develop your existing skills and experience with a wide range of onsite systems such as Windows servers, Workstations, wired and wireless networks as well as cloud-based technologies such as Microsoft Office 365. You will also have the opportunity to be able to take responsibility for key IT services as the role develops and the team grows locally.

Your day will be busy and varied with a combination of essential maintenance routines, dealing with support queries as they come in and working on ongoing projects. You will be expected to be responsible for all aspects of keeping the day to day services running, supporting students, teachers and support staff. 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. This role reports to the ICT Manager and then the Headteacher for line management. In the absence of the ICT Manager, projects or tasks can be guided by the Senior Technicians.

Specifics of the Role

To be responsible for the day to day delivery of all IT systems to ensure key service delivery to students, teachers and support staff. Key services include:

- Windows Server Active Directory, Office 365, Cisco Meraki wired and wireless infrastructure
- Windows10 PCs and 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
- AV equipment and printers/copiers
- Data backup & disaster recovery
- 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
- Development of the IT system 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.

Person Specification

Essential Requirements

- The ability to be self-organised and motivated and to be able to communicate and escalate issues to the Head of IT or the central ICT Team as required
- The ability to work with a wide variety of users in an approachable, calm, professional manner
- To show the highest standards of integrity and service
- To be able to dynamically prioritise tasks as required

Necessary Experience

- Windows Server Active Directory, including creating and managing users with group policy
- IP networking including Ethernet cabling, IP addressing, DHCP and DNS
- Supporting Windows 10 and Mac OS-X
- Supporting Audio visual equipment in classrooms such as projectors, large panel displays and sound bars
- Supporting networked printers and copiers

The ideal candidate will also have a good working experience of

- Wireless networks and VLANs
- Supporting Microsoft Office 365 services
- Managing iPads using an MDM platform
- Hyper-V virtualisation
- Print management systems
- Supporting users in an educational environment
- System cloning platforms such as Acronis

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 2018 and operates under policies that meet General Data Protection Regulations (GDPR). Staff must not at any time use the personal data held by the school or disclose such data to a third person.