



Prior Park Schools

Post: IT Service Desk Lead

Reporting to:

1. IT Services Manager, Prior Park Schools

Prior Park Schools

Prior Park Schools (PPS) is a charitable trust comprising 3 independent but interdependent day and boarding schools set in the beautiful South West of England and Gibraltar. Prior Park College (PPC), the senior school and The Paragon School, the junior school, both in Bath and a senior school in Gibraltar. Each school provides high achieving, Catholic/Christian co-education. The heart of Prior Park Schools is the encouraging Christian ethos which nurtures over 1,000 pupils aged between 3 and 18 years to become confident, capable, compassionate, and independently minded young people.

Each School has a Head Teacher and a Leadership Team who lead the day-to-day educational business of their respective schools. The Board of Trustees provides governance and support for the Head Teachers and their schools via a number of Advisory Committees which include Local Boards for each of the schools, the Finance, Audit, Investment & Risk Committee (FAIR), an Education Committee and Safeguarding.

The Executive management of the schools is devolved to a Board called the Prior Executive Board (PEB) which comprises the Head Teachers of each constituent school, The Director of Operations & Finance, the Director of Development, and the Head of Compliance. The PEB drives the strategic development of PPS, ensuring that it is on track to deliver its Vision and thereby remains a market leader in independent education. The PEB is chaired by the Head of PPC with the agenda and papers provided by the Director of Operations & Finance.

Purpose of the Role

The IT Service Desk Lead (ITSDL) is a key role and will work closely with the ITSM and the IT Operations Lead (ITOL) to provide an exemplary, effective, and modern managed IT service across Prior Park Schools both in the UK and Gibraltar.

Contacts

The ITSDL can expect to have contacts across a wide range of stakeholders both within Prior Park Schools in Bath and overseas, with the Central Support Staff Team in Bath and a wide range of external stakeholders. The ITSDL reports directly to the IT Services Manager (ITSM) and will work closely within the central IT Team in Bath.

The Department

The IT Department at Prior Park Schools is a demanding and busy environment, providing comprehensive IT services across the Trust. There is a combination of system development work, system maintenance, line management as well as essential maintenance routines, dealing with support calls as they come in and working on ongoing projects. There is an expectation 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.

The Role

The ITSDL offers the opportunity to develop experience in managing and supporting both on-site and cloud-based enterprise platforms across all three school sites as well as to contribute towards building and developing an effective IT support team.

The role is based predominantly at Prior Park College. The post holder will also be a visible presence at The Paragon School and travel to other locations, including overseas, may be required as part of wider Prior Park Schools work.

The ITSDL will need to be flexible in both their approach and the hours they work. Evening and weekend work will be required when dictated by the School's schedule. The ITSDL will be a resourceful and creative thinker who has the ability to think ahead.

The ITSDL has a wide range of duties and responsibilities in its function to assist the ITSM in the support of IT delivery, which include:

- Manage IT helpdesk: assess, prioritise, and allocate reported end-user issues to the IT Technicians (ITTs)
- Support the ITOL during times of high demand (project rollouts etc)
- Along with the ITOL be the "2nd line" support for any issues not able to be tackled by the ITTs (including PPSG)
- Ensure that all service desk requests are dealt with according to agreed service level timescales
- Collate and prepare service desk statistics for ITSM for weekly and termly review to spot patterns of system and user need
- Supervise and support IT technicians in partnership with ITOL, allocating tasks day to day and week to week as determined by service desk tickets and the practical requirements of ITOL tasks (installation of networking hardware etc) and according to wider strategy as set by the ITSM
- Supervise IT technician rota at TPS
- To cover for the ITOL during holidays or illness and carry out their key day-to-day tasks
- To be able to spot and respond to any emerging security or safeguarding threat to users or systems in accordance with cyber-incident and e-safety procedures
- In the absence of the ITSM to carry out, with the ITOL, agreed action plans in case of system failure or serious security or physical incident
- To regularly update the ITSM with ITT performance and development

Line Management

The ITSDL has no direct line management responsibilities but will supervise the work of the IT Technicians in the UK and will work in close liaison with the ITOL to ensure the delivery of IT support across the Trust.

The tasks listed above are not exhaustive and other additional, reasonable duties falling within capabilities of the post holder may be required, depending on the needs of PPS.

JD reviewed October 2021

Professional Specification and Personal Attributes

The post holder must have good interpersonal and communication skills and be able to liaise with external stakeholders and staff at all levels in a friendly and professional manner. He or she will be expected to maintain the utmost confidentiality and will need excellent organisational skills and be able to demonstrate a methodical and organised approach.

	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • Educated to A level or equivalent • Minimum of 5 GCSEs including English and Maths at Grade C or above or equivalent 	<ul style="list-style-type: none"> • Degree in a relevant subject
Experience	<ul style="list-style-type: none"> • Proven experience in using IT service desk systems to create an excellent end-user experience 	<ul style="list-style-type: none"> • Managing IT service desk systems

	<ul style="list-style-type: none"> • Supporting Windows Active Directory and Microsoft 365 environments, • Supporting printers and copiers • Supporting Windows 10 and Microsoft Office applications including OneNote and Teams • Supporting Audio visual equipment in classrooms such as projectors, interactive screens and whiteboards, audio equipment 	<ul style="list-style-type: none"> • Supporting users and systems in a large, educational environment • Enterprise level wired and wireless infrastructure • Supporting IT systems across multiple sites • Management of mobile devices using MDM systems • Firewalls and end point security systems • Hyper-V virtualisation
Knowledge	<ul style="list-style-type: none"> • Sound working knowledge of Management Information Systems (MIS) • Knowledge and awareness of the importance of confidentiality and data protection • Sound knowledge of core networking concepts and practices • Sound knowledge of key cyber-security concepts and practices 	<ul style="list-style-type: none"> • E-safety and online protection of children
Skills and competences	<ul style="list-style-type: none"> • Excellent written communication skills with the ability to produce high quality documentation • Strong numeracy and analytical skills and an ability to input and interpret complex data using IT systems • A good sense of humour • Excellent level of interpersonal skills to enable liaison with staff and external organisations • Excellent organisational skills, able to work to strict and often conflicting deadlines • Ability to prioritise and plan • An ability to work collaboratively across many departments and develop and maintain positive and supportive working relationships • A flexible attitude towards duties and working patterns to fulfil the requirements of the role • Excellent attention to detail 	<ul style="list-style-type: none"> • Line management skills

Child Protection

All staff employed by Prior Park Educational Trust must be committed to safeguarding and promoting the welfare of children and young people across our 3-18 Trust, both in and out of our Schools. All staff are expected to adhere to and always ensure compliance with the Trust's Child Protection Policy Statement. 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 always adhered to. 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.

Special Working Conditions

Prior Park Schools operates a policy under which smoking, including e-cigarettes or vaping, is not permitted anywhere onsite.

Schools are physically demanding environments, and the ITOL can expect to be involved in activities which may require physical exertion, e.g., moving equipment or setting up for events as and when required, always observing health and safety regulations and practices.

The post is full time, with core business hours 8:00am to 5:00pm Monday to Friday, although evening and weekend working will be required depending on the events schedule, for which time off in lieu (TOIL) will be given, in agreement with the ITSM.

We offer a supportive working environment, a competitive salary as well as free lunch each day the kitchen is operational. We also offer 33 days holiday (including bank holidays), access to other benefits including free parking onsite, generous fee remission for eligible children, a contributory pension scheme and complimentary gym membership.