

Queen Margaret's is a fully independent boarding and day school for girls aged 11-18, located in 75 acres of parkland, six miles south of the ancient city of York. Established in 1901, the School is proud of its traditions and Anglican foundation. Excellent pastoral care, with an emphasis on inclusion and opportunity are hallmarks of a QM education.

### **IT TECHNICIAN – JOB DESCRIPTION**

The IT Department is a busy department with three people; the Director of Digital Strategy (DoDS) leads the team and is supported by 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.

#### **Safeguarding:**

All staff members have a responsibility and duty of care to safeguard and promote the welfare of pupils. Staff must be aware of the systems within the School which support safeguarding and must act in accordance with the School's Safeguarding Policy and Staff Code of Conduct. Staff will receive appropriate child protection training which is regularly updated.

#### **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
  - G-Suite for Education (Google Apps for Education)
  - Microsoft Office Suite
- Complete delegated and assigned jobs as directed by the IT Manager or DoDS
- Provide support to staff and girls in their use of personal devices when connected to the school's network
- Provide the first line support through the web-based helpdesk system and face to face contact
- Taking ownership of user problems and being 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 over the school's holiday periods

**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 and Office software
- 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 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 WDS, MDT and SCCM
- Awareness of Data Protection legislation and relevant good practice
- Health and Safety requirements for the maintenance and operation of a network

**Terms and Conditions of Employment**

The following particulars do not form any part of an offer of employment. Terms and conditions, which will incorporate the Staff Handbook, will be documented in due course.

**1. Appointment**

The IT Technician is appointed by the Head on the advice of the Bursar, DoDS and IT Manager, subject to enhanced DBS clearance and receipt of satisfactory references. The appointee will be required to complete a confidential medical questionnaire (and medical examination where applicable), the costs of which will be met by the school. Robust physical health is a precondition of appointment to this post

**2. Line Management**

The IT Technician reports to the IT Manager who in turn reports to the DoDS.

**3. Professional Development and Appraisal**

The appointee shall participate fully in the School's professional review process and seek opportunities to progress their development through training, observation and discussion.

**4. Working Hours**

The basic contracted hours are 40 hours per week with additional weekend working as necessary to provide the school's weekend IT Support cover programme. A total of one hour's unpaid break can be taken each day according to the needs of the department. Overtime will be remunerated at the standard hourly rate and TOIL may be accumulated to a maximum of 2 days per annum.

**5. Holiday Entitlement & Requests for absence**

This is a full time role and the appointee will be eligible to take 33 days holiday (including Bank Holidays) per annum. Holidays may be taken at the discretion of the DoDS. The appointee shall make any requests for absence in writing to the DoDS, who will make consistent and transparent judgements based upon the best interest of the girls and the School. Sufficient notice must be given.

**6. Salary and Pension**

Queen Margaret's has its own competitive salary scale. The salary for this post will reflect the responsibility attached to the role. The appointee will receive a salary in the region of £17,000 to £19,500 per annum dependent on experience, paid in monthly instalments in arrears from the agreed date of appointment and is inclusive of holiday pay. After three months in post the appointee will be eligible to join QM's own staff pension scheme. This is a contributory money purchase scheme (6% employee and 8.4% employer).

**7. Probation & Notice Period**

The appointment will be subject to a probationary period of six months, which may be the subject to review and extension. The appointee is required to give the School three months' notice of his/her intention to leave this post. The school is required to give the appointee one month's notice to terminate the appointment during the first six months' of the appointee's employment and three months thereafter.

**8. Sick Pay**

The School's sick pay policy is non contractual and is available in the Staff Handbook (The QM Red Book).

**9. Meals**

Food and refreshments are provided during term time during the hours of duties, this does not normally include breakfast or an evening meal unless justified by additional work hours.

**10. Marketing**

Like all other members of staff, the appointee will be responsible for the marketing of the School through their contact with girls, parents, visitors and outside organisations and through the conduct and contributions they make whether in or outside School.

**11. Safeguarding & Child Protection**

All employees of Queen Margaret's are responsible for promoting and safeguarding the welfare of children and young persons and must adhere to and ensure compliance with the school's Safeguarding and Staff Discipline policies. If in the course of carrying out the duties of this post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, this must be reported to the Designated Safeguarding Lead or as indicated in the policy.

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, in accordance with the Children Act 1989.

**Queen Margaret's School**

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[www.queenmargarets.com](http://www.queenmargarets.com)