



Wakefield Grammar School Foundation

JOB DESCRIPTION

Post Title:	Helpdesk ICT Support Officer
Department:	ICT Support - QEGS
Responsible to:	Foundation Technical Director
Responsible for:	N/A
Grade:	I

Job Purpose:

To provide first and second line support for all hardware and software on the school network and to support and maintain the ICT infrastructure, including audio/visual resources, mobile devices and wireless systems for all staff, pupils and visitors attending the school. The focus of this role is the provision of excellent ICT support for the schools on the QEGS site, working within the Foundation ICT Support Team.

Main Duties and Responsibilities:

General ICT Management

- Manage support requests through the Foundation helpdesk system.
- Provide first and second line support to staff and pupils at QEGS.
- Management, support and disposal of ICT resources and equipment at QEGS, including consumables, liaising as appropriate with line manager and ensuring where possible best value.
- Support all AV facilities including interactive whiteboards, projection systems and Assembly presentation, Sound and Light, Music Technology and events as required.
- Provide technical advice to staff, pupils and Governors on ICT issues.
- Maintaining an awareness of new, developing and innovative ICT technologies.
- Ensuring core software licence compliance.
- Ensuring all ICT installations reflect knowledge and awareness of Health and Safety legislation.
- Maintaining confidentiality of user data and personal information within current legal requirements
- Keep all end users informed of operational aspects on the Foundation's network.
- To work towards the school ICT systems being fully operational at all times and respond to problems identified by the help desk system.
- Installation, configuring and troubleshooting of network hardware.
- Support the Foundation's Management Information Systems and any other related systems.

Technical / Network Administration

- Maintain a large number of Chromebooks, computers, laptops, and mobile devices that are connected to the network, liaising with external support providers when required.

- Administration of the Windows desktop environment (Windows 10) including Bios; Command Line diagnostics; System properties; taskbar; windows properties; control panel; user access control; Administrative tools
- Troubleshoot software and hardware including – scanners, printers, AV equipment, interactive whiteboards, and projection systems – seeking advice when appropriate.
- Assist with network administration, specifically to include User Management, Access Control and Security for the schools including Windows Active Directory; locking files or folders with permissions; setting who has the right to access files and folders; creating user groups; understand user profiles and setting permissions; manage pupil and staff passwords.
- Provide first and second line level support for staff and students at QEGS including troubleshooting on Chromebooks, PCs, peripherals, mobile devices and applications such as Jamf, G Suite.
- Assist in maintaining access to cloud based internet resources including – Google Workspace etc.
- Assist with the management and further development of Firefly by supporting staff, pupils and parents.
- Assist with the management of the Foundation SIMS database systems as required.
- Assist in managing the network infrastructure to meet the Foundation's requirements, including active network components such as switches, wireless access points, keep the network operating system up to date and contribute to the maintenance of network workstations.
- Assist in implementing the Foundation's security (including anti-virus) and back-up systems and disaster recovery contingencies to enable an efficient return of service after any unforeseen system outages.
- Assist in the management of Internet access filtering, email filtering and related monitoring systems.
- Assist in supporting and maintaining the Foundation network devices, printers and Multi-Function Devices.

General:

- Attending and contributing to departmental meetings.
- To be aware of and understand the role that all staff have in relation to the safeguarding of pupils and to comply with policies and procedures relating to Safeguarding and Child Protection, reporting all concerns to the Designated Safeguarding Lead.
- To comply with policies and procedures relating to health and safety, security, confidentiality and data protection/GDPR, reporting all concerns to the appropriate person.
- Contributing to the overall ethos of the school and of Wakefield Grammar School Foundation.
- Any additional tasks as required by the Foundation Technical Director in accordance with the grade of the role.

PERSON SPECIFICATION

Criteria	Essential / Desirable
Skills	
Good literacy and numeracy skills.	Essential
Able to communicate and explain computer systems and procedures to adults and pupils	Essential
Exhibit excellent customer care skills	Essential
Able to solve problems and design solutions and demonstrate ICT support skills.	Essential
Able to work constructively as part of the wider school team.	Essential

Able to plan and prioritise own work programmes, work to deadlines and manage conflicting priorities.	Essential
Able to undertake administrative management tasks.	Essential
Able to keep accurate records and work within agreed frameworks.	Essential
Committed to equality of opportunity.	Essential
Able to respond to speedy changes in technology and learn and apply new solutions.	Essential
Able to conduct research and keep abreast of current and emerging technologies	Essential
Able to identify own training and development needs and those of others and participate in activities to address them.	Essential
Able share knowledge with other staff and support and encourage their development.	Essential
Knowledge	
Knowledge of Windows desktop environment (Windows 10)	Essential
Knowledge of network administration including User Management, Access Control, Security and Active Directory	Essential
Knowledge of AV installation/configurations	Essential
Understanding of data protection requirements.	Essential
Understanding of health, safety and welfare regulations and best practice affecting ICT	Essential
Knowledge of cabling infrastructure and supporting a network infrastructure	Desirable
Knowledge of wireless systems / networks	Desirable
Knowledge of the Apple iOS with regard to deploying mobile devices	Desirable
Knowledge of Google Chrome OS and Android platform	Desirable
Experience	
At least 12 months' experience of Windows desktop management (Windows 10)	Essential
Experience of installing and configuring computer hardware and software.	Essential
Experience of supporting networks including Security and Active Directory	Essential
Experience of setting up / using AV multimedia equipment	Desirable
Experience of working with / supporting Google Chrome OS and Android platform	Desirable
Experience of supporting a wireless environment	Desirable
Experience in the use / management of SIMS.	Desirable
Experience of working with / supporting Apple iOS and Mac OS	Desirable
Qualifications	
Hold a recognised computer or network management qualification, e.g. NVQ level 3, CompTia A+, Windows Operating System (or other units on the Microsoft MTA track)	Desirable
Google Workspace Administration	Desirable

ADDITIONAL INFORMATION FOR CANDIDATES

- Wakefield Grammar School Foundation operates its own pay structure. The actual starting salary for this post is Grade I, **£23,235** per annum with progression to **£27,107** subject to the pay progression arrangements for WGSF.
- This post is full time and permanent. Hours of work are 37.5 per week, Monday to Friday. The actual working pattern to be discussed at interview, likely to be 8.00 am to 4.30 pm.

We offer the following to staff:

- Annual holiday entitlement is 4 weeks holiday per annum (increasing to 5 weeks after 5 full years' service), 10 statutory days and a further 3 concessionary days at Christmas. Annual holiday entitlement is pro-rata for term time/part-time employees.
- WGSF operates a money purchase pension scheme which employees are eligible to join on commencing employment. Contribution rates are currently 3.75% for the employee and 8% for the employer, based upon gross salary, with an option to increase up to 5.25% and 11% respectively.
- Foundation staff are eligible for a discount on the fees in respect of their children attending Foundation schools (excluding the Nursery) subject to Foundation policy.
- Free car parking normally at QEGS Playing Fields.
- Subsidised lunch during term time only.
- Access to our 24 hour Employee Assistance Programme.
- An offer of employment will be subject to the receipt of 2 references considered satisfactory to WGSF, a satisfactory DBS (Disclosure and Barring service) check, evidence of eligibility to work in the UK, relevant qualifications and a satisfactory health questionnaire. An appointment with the Foundation is also subject to the satisfactory completion of a probationary period of 6 months.
- An application form can be obtained from our website (under employment opportunities) or e-mail jobs@wgsf.net
- Completed application forms should be returned by **4.00 pm on Friday 22nd October 2021**. Forms can be submitted via our website to jobs@wgsf.net or by post to Human Resources, Green House, 158 Northgate, Wakefield, West Yorkshire, WF1 3UF. We do reserve the right to close this advertisement early if we receive a high volume of suitable applications.
- Candidates who are short listed will be invited to interview which are expected to take place between 25th to 28th October 2021. If you are unavailable during this timescale please give an indication of your availability.
- If you have not been contacted within two weeks of the closing date please assume you have not been short listed.

February 2021 / Updated October 2021