



# Queen Elizabeth Grammar School

(HMC Day School, 886 Boys 7-18 years)

## Helpdesk ICT Support Officer

Actual Starting Salary £23,235 pa with progression to £27,107 pa

Queen Elizabeth Grammar School aims to give a good all round education to each pupil, encouraging academic excellence, nurturing talents, developing an individual's potential and emphasising traditional values in the modern context. Our reputation as a centre of educational excellence and extracurricular activities is widely acknowledged in Yorkshire and beyond. Ours is an extremely successful and happy school.

The Foundation has an immediate vacancy for a dynamic, motivated technical support specialist covering 1<sup>st</sup> and 2<sup>nd</sup> lines of support to join the Foundation ICT team based at Queen Elizabeth Grammar School.

The post will primarily manage requests to the ICT Helpdesk system from staff and pupils - in person, via email or telephone at our junior and senior schools. There will also be the opportunity of providing cross Foundation support - working on initiatives and installations that impact upon all the schools in the Foundation.

We are looking for a minimum of twelve months' experience in a Windows 10 Desktop environment, as well as experience of general network administration through Active Directory, access control and security and the ability to diagnose problems and find solutions to new issues. This position will be vital to the running of the schools, so applicants should be professional with a helpful attitude and have the ability to communicate clearly with colleagues and pupils.

Experience of working with the following technologies would be beneficial but not essential; Chromebook Management, Google Workspace, Managed Learning Environments, Capita SIMS. A recognised computer or network management qualification, e.g. Level 3 Apprenticeship or above, NVQ level 3, Comptia A+, Windows Operating System is desirable.

This post is full time and permanent, working 37.5 hours per week, Monday to Friday. Hours to be discussed at interview (8.00 am to 4.30 pm approx.).

As part of our commitment to safeguarding and promoting the welfare of children, the successful candidate will be required to undertake an Enhanced Disclosure and Barring Check.

Further details and an application form can be obtained from the recruitment section of our website [www.wgsf.org.uk](http://www.wgsf.org.uk) or by emailing the HR Department at [jobs@wgsf.net](mailto:jobs@wgsf.net)

Applications by CV will not be accepted.

**Closing date for applications: 4.00pm on Friday 22nd October 2021**

Interviews are expected to take place between 25th to 28th October 2021.



Wakefield Grammar  
School Foundation