



HELPDESK SUPPORT TECHNICIAN - ICT

Information for applicants

Job description and person specification

Summary of the role

We are seeking to appoint an enthusiastic and proactive Helpdesk Support Technician to join the IT Services Team.

The successful candidate will possess a solid understanding of computer hardware and software, along with a broad knowledge of Internet applications, networks, and operating systems.

Teamwork and initiative will be vital, as will the ability to quickly grasp the complexities of boarding school life and the needs of individuals and groups within this community. The capacity to communicate well at all levels will be essential, as will the ability to quickly gain an understanding of the roles and responsibilities of others.

The post holder will be expected to contribute to and promote the College's ethos of dedication, decency, trust and mutual respect.

This is an exciting time to join the Concord College IT Services Team, as we enter a phase of significant transformation of the College's IT systems.

Job Description

The Helpdesk Support Technician will be responsible for providing first line technical support to academic and non-academic departments, as well as the general management of the help desk and tickets and undertaking general tasks to promote the use of ICT.

The ICT Department consists of the Strategic ICT Manager, Network Manager, two ICT Project Leads and a further Helpdesk Support Technician. The Strategic ICT Manager reports to the Bursar who has overall control of the department.

Reporting lines

The postholder will report to the Network Manager in the first instance and will take direction from the Strategic ICT Manager as necessary.

Main duties and responsibilities include

- providing first line technical support to staff and students via telephone and in person;
- help desk management;
- creation and management of tickets;
- escalating technical support cases to relevant team members where required;
- setting up and maintaining user e-mail accounts;
- issuing and printing student ID cards;
- first line printer maintenance/raising maintenance support requests;
- maintaining the asset register;
- submitting changes to relevant departments;
- fielding all telephone traffic;
- obtaining quotes for equipment and consumables;
- writing and recording of purchase orders;
- creating and following SoPs;
- liaising with 3rd party support companies for warranty claims and follow through to completion, whilst maintaining asset foot print;
- stock management, including continued auditing, WEEE recycling and purchase order completion;
- control of loan stock;
- maintain printer fleet consumables;
- oversight of ICT Shared Mailbox; responding to requests;
- UPS Battery maintenance;
- 1st line network monitoring to ensure uptime of network endpoints and report if required;
- undertaking any other ad hoc duties, as requested by the Strategic ICT Manager or Network Manager;
- complying with policies and procedures, including those relating to Safeguarding and Child Protection, Health and Safety, Welfare, Smoking in the Workplace, Security, Confidentiality and Data Protection, and reporting any concerns.

Person Specification

In order to meet the high standards expected of support staff at Concord College, we seek to employ a person with the following qualities, experience, skills and abilities.

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• COMPTIA A+ or equivalent (or willingness to complete)• GCSE Maths and English• A clean driving licence	
Experience	<ul style="list-style-type: none">• At least 2 years' previous experience in a similar role• Good communication skills• Ability to demonstrate problem-solving strategies• Good telephone manner• Ability to work collaboratively and professionally with a wide range of people• Good organisational and interpersonal skills• Ability to prioritise workload and work effectively under pressure to tight deadlines	
Knowledge	<ul style="list-style-type: none">• Strong understanding of operating systems, software, and devices• Familiarity with cloud computing• Network administration• Printer management and maintenance• PC/Laptop/Tablet hardware management	
Personal attributes, skills and values	<ul style="list-style-type: none">• Well-presented with the ability to represent the College in a professional manner• Team player with the ability to establish and maintain effective working relationships• Ability to communicate effectively• Ability to use own initiative• Flexibility in outlook in order to respond to the College's needs• Enthusiastic and polite• Passion for ICT• Keen to develop skillset through personal professional development• Honesty and integrity• Reliable• Generosity of spirit	

Terms and Conditions

Hours of work

9am to 5pm Monday to Friday, with an unpaid 30-minute lunch break and two unpaid 15-minute tea breaks each day (total: 35 hours per week), with additional hours as responsibility and workload demand. Flexibility is also required with regard to start and finish times and in relation to occasional weekend working, in order to meet the needs and requirements of the department.

Remuneration and benefits

The salary will be negotiable dependent on qualifications and experience.

Benefits include contributory pension scheme and lunch which will be provided in the dining room at no charge whilst the kitchen is in operation.

There is free parking on site and employees may use the fully equipped gymnasium/sports facilities.

Holiday entitlement

Annual holiday entitlement will be 5.6 working weeks per annum, inclusive of public holidays. Due to the nature of the business, some public holidays are classed as normal working days.

References

The appointment is subject to receipt of satisfactory references and compliance with safeguarding recruitment requirements.

Safeguarding Recruitment Requirements

The appointment is subject to police clearance as required by law for the protection of children and to compliance with proof of identity and addresses over the last five years in accordance with the stipulations laid down by the Disclosure and Barring Service and DfE's Keeping Children Safe in Education (KCSIE). An enhanced DBS Disclosure is required for this role.

Employment contract

Permanent.

Start date

ASAP

About Concord College

Concord College is a highly academic independent international school for day and boarding students. We welcome students from all over the world and the local area into our vibrant and varied community, which shares a culture of excellence and joyful learning infused throughout with our core values of rigour, kindness and creativity.

Girls and boys between the ages of 13 and 19 enjoy fabulous facilities on our safe and beautiful 73-acre campus set in the heart of the English countryside. Our students achieve the highest standards and have a superb track record in gaining entry to top universities in the UK and around the world. We also take care to nurture the individuality of students at Concord to develop their self-confidence, encouraging all here to understand the needs of others and to respect the values of the Concord community.

Concord was founded in 1949 by Paul Oertel and Monica Carr-Taylor just outside Hastings in Sussex as a small privately-owned language school. It was, at its heart, a response to the hatred and bitterness of war by using language teaching and personal warmth to break down barriers and misunderstandings between peoples. The College grew quickly, moving first to larger premises at Tunbridge Wells and then, in 1973, to its present site in Acton Burnell. In 1969, upon the retirement of the founder Principals, the college was acquired by Frank Bell who had founded the Bell School of Languages a number of years earlier. In 1977, Concord College accepted girls for the first time. Girls were taught at a separate site at nearby Attingham Park, before relocating to Acton Burnell in the early 1980s. The College became a charitable trust in 1983 and has expanded rapidly since. Now with almost 600 students Concord boasts enviable facilities and outstanding outcomes for its students.

Academic achievements

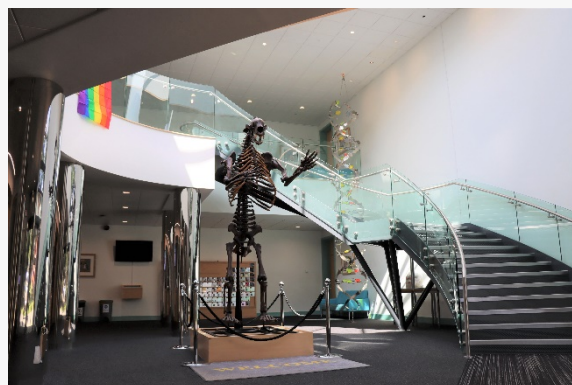
The College is highly academic and students consistently achieve excellent 'A' level results. In 2022 48.6% of students achieved A*, 81.3% A*/A and 92.6% A*- B.

The staff

The College employs over 320 staff across all departments. There is a community feel to the College and this promotes the supportive environment which is so important for the wellbeing of everyone – staff and students alike. Staff are experienced and well-qualified, conscientious and caring and there is a strong commitment to deliver the highest standards in all areas.

Facilities

Facilities at Concord College are superb. Based around an historic main building, there are many new additions. We have an excellent theatre and music school as well as an outstanding science facility. Meals are served in the College dining room and the catering team provide an extensive selection of cuisine. Special diets are catered for. Students have individual study bedrooms, some with ensuite bathrooms. Students enjoy a wide variety of facilities including two sports halls with weight training equipment and multi gym and fitness equipment, a student common room with a coffee bar and a student kitchen/diner where they can develop their own culinary skills.



Safeguarding and child protection

Concord College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Child protection screening is undertaken, which includes checks with past employers and the Disclosure and Barring Service. The College's central role and responsibility is in caring for the welfare of its students. It recognises its statutory duties to pass on concerns and to work with other agencies in the field of safeguarding children.

How to apply

Please submit a fully completed application form to the HR Department (recruitment@concordcollege.org.uk). You are welcome to submit a copy of your CV, but this will not be considered without a fully completed and detailed application form.

Appointment to the role will be dependent on satisfactory completion of all pre-employment checks in accordance with relevant statutory guidance. These will include satisfactory references and a clear enhanced DBS (Disclosure & Barring Service) check with Barred List information.

For further information on the College please visit our website www.concordcollegeuk.com.

The closing date for applications is **Tuesday 2 April 2024.**

Applications will be considered on receipt and we reserve the right to close this vacancy earlier than the date stated above should we appoint a suitable candidate.

Please note that due to the volume of applications received in the HR department, we are unable to provide individual feedback other than to those candidates who attend for interview.

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This post is exempt from the Rehabilitation of Offenders Act 1974. Our policy in relation to the recruitment of ex-offenders can be found on our website.

