



**MERCHANT
TAYLORS'
SCHOOLS**

For Boys and Girls
aged 4 to 18 years



**MERCHANT TAYLORS' SCHOOL,
LIVERPOOL**

Appointment of

Senior ICT Technician

Information for Applicants

Welcome to Merchant Taylors' Schools

Thank you for your interest in Merchant Taylors' School. I am delighted that you are considering working here. As a member of the Professional Services Staff you would play a pivotal role in supporting the school to deliver the very best in academic and pastoral and Other Half opportunities to our pupils.

Please take some time to look at our website <https://www.merchanttaylor.com/>, as this will tell you a lot about us and give you a taste of the atmosphere.

Merchant Taylors' is an independent Day School, which provides education for boys and girls aged 4 to 18 years old. Based in Crosby, to the north of Liverpool city centre, we serve a wide catchment area across Liverpool, Merseyside, Lancashire and Cheshire.

Academic standards are high, with the best A Levels results for an independent school in the region, and there are excellent facilities for sport, music, art and drama. Whilst academic work is of prime importance, what happens in the classroom is only one aspect of a Merchant Taylors' education. Our aim is to deliver the best education for life.

The Professional Services team led by the Director of Finance and Operations include the following functions; Finance, Procurement, Estates and Facilities, HR, ICT, Marketing, Admissions, Development and our Sports Centre business.

Founded in 1620 by John Harrison, citizen and Merchant Taylor of London, the Schools are proud of their historical links to The Merchant Taylors' Company and look forward to celebrating their 400th anniversary in 2020. This is an exciting time to join our Schools as we reflect upon our history, celebrate our community and focus on the future.



PROFESSIONAL SERVICES BENEFITS

Annual Leave

Full time staff benefit from 30 days annual leave (plus eight statutory bank holiday). The entitlement is pro rata for staff working part time or on a term time plus basis.

Employee Assistant Programme

Merchant Taylors' School provides staff with a range of benefits to support them in everyday life including an Employee Assistance Programme.

Lunch

We pride ourselves on the exceptional quality and variety of the food we offer. Staff can enjoy free lunches in the Dining Hall during term time.

Parking

Free parking for staff is available on site

Pension

Merchant Taylors' School runs a group pension scheme with Royal London into new staff are automatically enrolled on their first day of employment. The contribution rates are 4% from employee and 8% employer. Employees can contribute more percentage if you wish to.

Sports Centre Membership

Members of staff have automatic membership of the Gym facility during specially designed staff times.

Cycle to Work Scheme

The School is registered with Bike2Work for this Government scheme

Merchant Taylors' Sports Centre - Ian Robinson Sports Centre



Job Description: Senior ICT Technician

Reports to: ICT Services Manager

Hours of work: 37 hours

Job Purpose:

To support the operation of the School's IT infrastructure and with responsibility for supporting a wide range of hardware and software solutions in the teaching and learning environments. Duties include planning and assisting with projects, providing a customer service focused IT support and training to staff and students. You will be responsible for ensuring the ICT Helpdesk is fully utilised to track and plan jobs and to effectively manage projects.

Key Responsibilities:

Service Delivery

- To assist the ICT Services Manager in the deployment of computer hardware around the School
- To be responsible for daily system backups and disaster contingencies planning and reporting any issues to the ICT Services Manager
- To check new computer equipment and AV equipment on arrival and install as appropriate, and ensure the upkeep of all ICT and AV equipment across the Schools
- To maintain inventory records of all ICT equipment within the school helpdesk, keeping a log of technical faults
- To maintain and support the ICT requirements of departments/functions throughout the School
- To liaise with external support partners, to resolve faults speedily and accurately
- To ensure the phone system is functioning effectively and deploy new equipment where necessary
- Ensure Wi-Fi is running correctly and assist all users (staff, pupils and visitors) with use and connectivity
- Management of printer toner/cartridge replacement and the reporting of printer faults
- To install and test new software, and to identify and install essential software patches when required
- To ensure the anti-virus software is installed, kept up to date and working properly on all workstations
- To maintain antivirus, firewall and content monitoring software
- To provide classroom and business support to all both staff and pupils
- Upkeep the computer rooms timetable per term

Network Management

- To assist the ICT Services Manager in maintaining the School's networks and implement and follow supplier's recommended procedures
- To ensure the School's systems and processes meet safeguarding standards and escalate any issues to ICT Services Manager
- To set up, maintain and remove user network accounts where appropriate ensuring access to email, Firefly and other systems relevant to individual roles within the School
- To carry out routine network maintenance tasks
- To be familiar with the network infrastructure (cable and patch panels, hubs, switches, router) and keep a log of any issues and report them to the ICT Services Manager
- To make hardware, software and consumables purchases and update records
- To help maintain the helpdesk system and prioritise requests
- To support the development of the ICT strategic plan and technology investment plans

Meetings & Event Support

- Support all School events including open days as well as other key meetings and events.
- Responsible for the organisation of AV and other ICT requirements for all events and meetings

Staff Training

- Deliver staff training as and when required on new system or technology upgrades

General

- Investigate new technologies and make recommendations for continuous improvement
- Ensure sound time management, multi-tasking effectively in order to adapt plans, prioritise and co-ordinate work, responding as necessary to changing priorities, circumstances, and workload
- Forge excellent working relationships with clients and colleagues, both internal and external to the School
- Ensures that all works are carried out in accordance with the relevant statutory requirements, including Health and Safety Regulations and Codes of Practice

Marketing

- To be an ambassador for Merchant Taylors' Schools; representing the Schools with professionalism, enthusiasm and loyalty at all times
- To understand and appreciate the ethos, aims and objectives of Merchant Taylors' Schools, and be able to relate these to the wider community when required/asked
- To assist with Open Days and other events where applicable and as directed by line manager

Job title – ICT Technician		
Criteria	Essential	Desirable
Experience		
<ul style="list-style-type: none"> • Experience in supporting a large PC infrastructure • Practical experience in a similar post within an education or commercial sector 	✓	✓
Education and qualifications		
<ul style="list-style-type: none"> • Have or working towards Microsoft certification (or equivalent) • Professional IT related qualifications 	✓	✓
Skills		
<ul style="list-style-type: none"> • Excellent interpersonal and communication skills with diverse range of individuals including written reports • Excellent diagnosis and fault finding skills • Excellent PC knowledge including: Windows 7, 10 PC and server hardware, Microsoft Office (including 365) and other business applications • The management and support of a large PC infrastructure • Experience providing Second level support • Understanding of network protocols and technologies • Good understanding of Microsoft server operating systems and Active Directory • Experience using Microsoft System Centre Configuration Manager and modifying MSI files • Experience and knowledge of ITIL • Experience of networking/ telephony 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓
Personal attributes		
<ul style="list-style-type: none"> • Excellent all-round judgement and communication skills (both verbal and written) and a good personal manner 	✓	

<ul style="list-style-type: none"> • Able to work independently towards agreed goals, with a very high degree of professional integrity and trustworthiness • Service oriented and willing to provide support to a wide variety of end-users • Demonstrate initiative, flexibility and ability to work under pressure, a flexible approach to work • Good interpersonal skills • Service orientated • Analytical and organised • Ability to work flexibly (occasional early starts, late finishes, weekends) 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
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Safeguarding Statement

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Applicants will be required to undergo child protection screening appropriate to the post including checks with past employers and the Disclosure and Barring Service.

Application Process

Candidates should submit an application form to the Human Resources Department, Merchant Taylors' School, Liverpool Road, Crosby, Liverpool L23 0QP or alternatively email to recruitment@merchanttaylors.com

Closing date: midday Friday 24th January 2020.