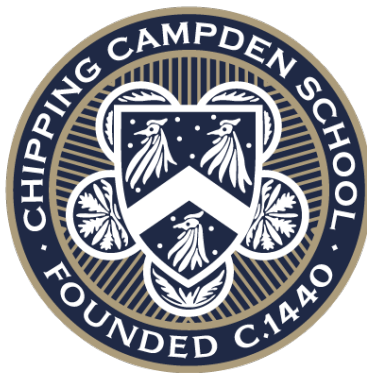




1st Line IT Services Technician Application Pack



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Welcome from the Principal

Thank you for your interest in this post. Choosing the right school in which to work is a very important decision, and the aim of this application pack is to provide you with sufficient information to support your consideration of whether you would be happy and motivated working with us over the coming years, to shape the future of our school and inspire our students to make academic progress that is within the top 15% of all schools nationally.

Chipping Campden School is indeed a very special place – unlike any other. What makes our school so special is its culture and ethos; something that has been grown since the school's formation in c.1440, enabling students to feel empowered in their learning and inspired to excel. The school has a very special place in my heart, having served at the school between 2003 and 2011 as a Teacher of mathematics, Head of Year and latterly Assistant Headteacher. Without doubt, having the opportunity to return to the school as Principal in 2023 is the proudest moment of my career. Having taught and led in a variety of other schools across the country, when I drive to Chipping Campden School each day, I know that I am very privileged to be coming to such a special place, with so many amazing people.



When you take a walk around our school, it is impossible not to feel a palpable buzz of excitement. There are so many opportunities for students to flourish, whether that be representing our school on the sports field, performing on stage in our state-of-the-art Performing Arts Centre, leading one of our Student Parliament Ministries or completing the Duke of Edinburgh Gold Award; our offering of co-curricular and extra-curricular activities is enormous.

We are unashamedly ambitious for all our students, enabling them to develop high aspirations and chase goals that perhaps at first, may seem a little daunting. It is only when we relentlessly pursue these high aspirations and settle for nothing less than our very best, do we enable our students to leave our school being able to successfully compete with their global counterparts, in whatever they choose to do at the end of, what for most, will be a seven-year partnership with us. As staff at the school, I believe it is our job to provide the expertise and environment to enable our students to do just that, supporting and challenging along the way.

I am also acutely aware of the current pressures on staff workload and the impact this can have on their wellbeing. I encourage you to take a read through the range of staff benefits that we offer at our school (pages 5-6), including our

tangible commitment to supporting staff in achieving an effective work/life balance.

If you decide to apply to support me in leading our school, you will be committed to working to the highest standards and will ensure that these are replicated across the school site, ensuring the smooth running and continuous improvement of the school's IT platform and services. You will be joining a team of well qualified, talented and dedicated professionals. Our IT Services team oversee all technical matters relevant to internal and external examinations and assessment of students.

If you would like to explore the vacancy in more detail prior to applying, a conversation can be arranged with the Assistant Principal (Systems and Operations) or HR Manager. To arrange this, please contact the school by telephone on (01386) 840216 or email esmith@campden.school. In addition to this, a wealth of information about our school can be found on our website.

If you would like to apply for the post, please do so by completing both parts of our application form, which can be found on our website, by clicking [here](#). Part 1 of the form (pages 3 and 4) provides a space for you to write about the relevant skills and experience that make you a suitable candidate for this post. This section is restricted to two pages (min. font 11) and should outline how your skills set and experiences to date are suited to the requirements of the person specification. The deadline for applications is **10am on Monday 13th April 2026**.



I look forward to hearing from you.

A handwritten signature in black ink, appearing to read 'G. Burton'.

Gareth Burton
Principal

Staff benefits

Every school is unique and ours is no exception. One of our unique selling points is the relatively high average length of service of our staff, and relatively low rate of staff turnover. Neither of these are by chance and are the product of staff feeling trusted, empowered and recognised for leading the roles they do. We feel that a mark of the outstanding school we are is symbolised by the number of staff who choose to send their children to be educated with us.



Below is a list of just some of the 'pull factors' that contribute to making our school a great place to work:

- An allocation of three, paid staff wellbeing days, where employees are not required to be in school.
- Access to a beautiful property at below market rent situated a short distance from our school (subject to availability/waiting list)
- An iPad to use in school and at home, to enable seamless remote working, using cloud-based technology.
- Commitment to staff wellbeing through a variety of internal practices, designed to recruit and retain the very best staff.
- Complimentary use of the school sports facilities, fitness suite and swimming pool (timetable in place).
- Comprehensive range of staff social events throughout the year.

- Cycle to Work scheme
- Freshly prepared and cooked food available on site.
- Health and wellbeing support including access to our Employee Assistance Programme (EAP); that provides free, confidential, confidential counselling services and advice for employees, available 24 hours a day.
- Staff Wellbeing Group, who meet regularly to ensure that our staff wellbeing is prioritised.



- Outstanding, tailored CPD
- Pension Scheme membership (Teachers Pensions or Local Government Pensions Scheme)
- Support in completing relevant external leadership development programmes.
- The school is located within the beautiful Cotswold town of Chipping Campden, with friendly businesses, including a wide range of restaurants and pubs.

Job description

Job Title:	1 st Line IT Services Technician
Reporting to:	Senior IT Services Technician, Assistant Principal: Systems & Operations
Grade:	4, Points 7 -10
Contract:	Full time, 37 hours per week, all year round.
Pattern of Work:	8.30 am – 4.30pm Monday – Thursday, 8.30am – 4.00pm Friday

Job Purpose:

With direction from the Senior IT Services Technician to provide proactive and responsive technical support for the IT infrastructure and systems of Chipping Campden School.

Main Duties:

Under the supervision of the Senior IT Services Technician the post holders' main duties are:

- Deliver 1st line technical support for all clients including remote support
- Providing a high level of customer service and support to all customers
- Assist customers with technical problems via phone, email, remotely or in person
- Resolve iPad issues for students and staff including the administration of insurance and warranty claims.
- Responding to 1st line calls to ensure customers have a positive experience of IT
- Taking ownership of 1st line support calls in the IT Services Helpdesk
- Installation, configuration and maintenance of computer hardware and peripherals
- Printer maintenance and ink/toner replacement
- Escalate IT issues to others in the team where necessary
- Diagnose and resolve technical issues
- Desktop and user support
- Classroom IT support and assistance
- Resolve iPad issues for students and staff
- User account administration
- Assist with the maintenance of hardware inventory records

Other:

- To undertake such other reasonable associated duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of the job
- To undertake health and safety duties commensurate with the post and/or as detailed in the School's Health and Safety Policy
- To share the School's commitment to safeguarding and promoting the welfare of children and young people and undertake relevant training as required

Person specification

Education and qualifications	Essential (E) or Desirable (D)	Application (A), Interview (I) or Reference (R)
Relevant educational qualifications at school/college	E	A
First Aid	D	A
Professional knowledge and experience	Essential (E) or Desirable (D)	Application (A), Interview (I) or Reference (R)
Experience of delivering high-quality 1 st line technical support	E	A/I
Current driving license and access to own transport	E	A
Working knowledge of Windows 11	E	A/I
Excellent troubleshooting, communication and organisational skills	E	A/I
Working knowledge of Active Directory and Group Policy	E	A/I
Good working knowledge of Office 365 and Teams	E	A/I
Working knowledge of Apple hardware and operating systems	E	A/I
Experience of operating systems deployment	D	A/I
Working Knowledge of Azure/Entra and InTune Deployment	D	A/I
Traits and competencies	Essential (E) or Desirable (D)	Application (A), Interview (I) or Reference (R)
Committed to and good understanding of Safeguarding and Child Protection practice and procedure	E	A/I
Able to carry out routine tasks without close supervision	E	I
Able to demonstrate critical thinking and make situation-appropriate decisions using sound judgement	E	A/I
Able to identify, prioritise and deal with issues as they occur	E	A/R

A 'self-starter' with the ability to motivate self, prioritise effectively and meet deadlines	E	I/R
Someone who is: <ul style="list-style-type: none"> • Willing to work outside of normal hours if required • Flexible and adaptable to changing circumstances • Enthusiastic, approachable and team spirited 	E	I
Willingness to be involved in and contribute to the development of the department and extra-curricular activities	D	I



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