

Qualifications and Training

- 5 GCSEs at grades 9 to 4 (A* to C) or equivalent

Experience

- Previous experience in IT Support in a Microsoft Environment
- Experience of working in education IT

Skills / Knowledge

- Ability to diagnose and carry out upgrades and repairs to faulty IT equipment
- To provide first and second line IT support to staff and students
- Ability to work on own initiative with minimum of supervision
- Ability to multitask and prioritise tasks
- Ability to administrate and learn many different IT systems
- A fast learner – often learning as you go
- Ability to troubleshoot basic IT issues
- Experience of maintaining and updating website content
- Technical Experience with:
 - Windows 11 operating System
 - Windows server 2016–2022
 - Knowledge of DNS and DHCP
 - Microsoft Apps for Enterprise – Word, Excel, PowerPoint
 - Microsoft 365 Admin Centre
 - Microsoft Intune policy configurations and Autopilot deployments
 - Smoothwall or similar web filtering products
 - Powershell
 - HPE Aruba Wireless / Aruba Central
 - System Centre Configuration Manager (SCCM) / Microsoft Endpoint Manager
 - Maintenance and operation of macOS
 - Veeam Backup and Replication
 - SnipeIT Asset System or similar asset systems for tracking of hardware
- Recent school related safeguarding training
- Ability to work in a co-ordinated way with other staff
- An ability to relate well to children and young people, be an effective role model and to motivate students to achieve success
- Confident communication skills, verbal and written
- Competence in ICT to support learning and to communicate professionally
- Working knowledge of Health and Safety regulations relating to IT

- An ability to relate well to children and adults
- Understanding of safeguarding and health and safety
- A willingness to undertake essential training around keeping students safe

Personal Attributes

- Willingness to undertake relevant and appropriate training for this post
- Flexible and adaptable in order to work with a wide range of people
- Ability to take the initiative and be proactive
- Efficient, methodical, and hard-working individual
- An open, approachable, friendly, and professional manner
- Enthusiastic and well-organised
- Experience of working independently, as well as working constructively as part of a team
- Ability to remain calm under pressure
- Ability to maintain strict confidentiality
- Commitment to young people and creating the best learning opportunities for them
- Ability to form and maintain appropriate relationships with a variety of different people
- Ability to understand personal boundaries with children and young people
- Excellent communicator, both verbal and written
- Committed to safeguarding and promoting the welfare of students at Thornden School

Other

- Excellent punctuality and attendance
- A commitment to safeguarding and promoting the welfare of children and young people
- A successful completion of DBS and other pre-employment checks