

IT USER SUPPORT OFFICER
CLOSING DATE FOR APPLICATIONS: Friday 22nd February

A message from the Warden

Thank you for expressing an interest in working at St. Edward's - a traditional co-educational boarding school with progressive educational principles, set in the heart of Oxford.

St Edward's is a refreshingly different kind of school – the deliberate emphasis on a broad range of academic abilities on entry creates a community that fizzles with varied interests and enthusiasms. We are one of very few schools to successfully offer both A Level and the International Baccalaureate in the Sixth Form, further supporting the diversity of our pupil body.

We want to equip our pupils with the best exam grades they can achieve, and our results and value-add scores show how well we do this; but just as importantly, we believe that education is about the whole person: we emphasise the development of wider learning skills in the class room, complemented by a rich and varied co-curricular programme.

This is a very exciting time for us – we are embarking on an ambitious building programme as the School continues to grow. You can find out more about our academic results and our distinctive ethos on our website <https://www.stedwardsoxford.org/>. You can find a copy of our prospectus [here](#).

About the School

Founded in 1863, St Edward's is an independent, co-educational boarding school for pupils aged 13 to 18 (year 9 to year 13); there are presently 692 pupils, of whom 85% are boarders. Our boy/girl split is 60:40 and overseas pupils make up 15% of our community. There are 13 boarding Houses, most of which house around 60 pupils from all year groups. The school week includes lessons on Saturday mornings, apart from leave weekends or exeats which occur about every three weeks.

The boarding and day arrangements offer flexibility for families: day pupils may leave at 6:30pm or 9:00pm (most opt for the latter), and boarding pupils may choose to go home on Saturdays after sport and other commitments - but with a rich and varied weekend programme, a significant proportion of the boarding community stays in School on Saturday nights.

Pupils take part in a wide range of sports and activities in the afternoons and at weekends. St Edward's has a national reputation for sport: both boys' and girls' teams have been county and regional champions in a variety of sports and at all ages.

About the role

The User Support Officers work on a rota basis to provide a single first point of contact for all IT service users and will strive to provide a first fix service. The User Support Officers are the public face of the IT department and will be customer focused and have excellent inter personal skills.

Main Duties and Responsibilities

- To staff the helpdesk during opening hours on a rota based system providing first line/first fix support to service users. This will involve:
- logging and managing incoming requests for support via the helpdesk system, telephone and email
- maintaining good communication with users and providing timely updates on progress with issues
- escalating incoming support calls to other members of the IT department if appropriate

- managing the allocation and booking of resources
- Maintaining the IT asset and configuration management databases
- Providing second line and desktop support assistance as requested by the User Support Team Leader
- Providing administrative support to the IT team
- To assist with wider IT department project implementation as required
- To assist other members of the team during periods of heavy workload or staff absence
- To undertake any other duties as reasonably requested by the line manager, the IT Operations Manager or the Director of IT

People Management Responsibilities

- None

Start Date

The contract will begin as soon as possible.

Hours of Work

A flexible attitude is required regarding hours of work to meet the demands of the position. Basic hours are:

- During term time
 - o 08.00 to 17.00 Monday to Friday including unpaid lunch break
 - o 08.30 to 12.30 Saturday (on a rota basis, time off in lieu can be taken at a mutually agreed time during the following week)
- During School holidays
 - o 09.00 to 17.00 Monday to Friday including unpaid lunch break

In addition the post holder may be required to provide remote or on-site support for the publication of GCSE and A-Level results both on the release and pre-release days from 6am.

Salary

The salary payable will be in the range £18,360 to £24,990 per annum, in line with experience.

Holidays

Annual holiday entitlement is 25 days per year, plus bank holidays (although please note that bank holidays which occur during term time may well be working days, for which time off in lieu will be given). The holiday year runs from 1st September to 31st August. As the School closes completely over Christmas/New Year, staff are required to take 5 days of their holiday entitlement to cover this period.

Miscellaneous

- Free lunches are available during times when the School's kitchens are in operation
- Employees may use the Oxfordshire Health & Racquets Club, however, this is not a contractual entitlement
- Car parking is available on site, although this is not a contractual entitlement

Sickness Benefit

During the first year of continuous employment, entitlement to sickness benefit is four weeks at full pay. Subsequently, the entitlement in any continuous 12-month period will be to six weeks at full pay, followed by six weeks at half pay.

Pension

The role is eligible for membership of the School's pension scheme for support staff.

Probation Period and Termination of Employment

The appointment is subject to a probationary period of three months, following which it will be reviewed. During the probationary period, employment may be terminated by either side with one week's notice. Subsequently, the minimum period of notice required is one month.

About the Candidate

Person Specification Characteristics	
Good GCSE grades (or equivalent) with English, Maths and ICT at grade C or above	Essential
NVQ Level 2 or 3 in IT customer service	Desirable
Basic understanding of IT systems infrastructure and general user applications	Essential
Basic understanding of client systems configuration and printer support	Essential
Good understanding of MS Office and Windows 7 or later operating systems	Essential
Be willing to undertake training eg NVQ Level 2 or 3 in IT customer service	Essential
A professional and trustworthy manner	Essential
Excellent organisational skills with the ability to prioritise tasks	Essential
A good telephone manner, excellent command of the English Language, both written and spoken and the ability to convey technical issues to non-technical colleagues	Essential
The ability and willingness to work flexibly including evenings and weekends, occasionally at short notice	Essential
A desire to be proactive and to provide excellent customer service	Essential
Task and goal-orientated with a positive attitude	Essential
Commitment to the protection of children and young people	Essential
Willingness to work within the School's Child Protection guidance for staff and follow relevant organisational procedures	Essential

Confidentiality and Data Protection

In the course of their employment, staff may have access to confidential information relating to pupils and their families and are required to exercise due consideration in the way they use such information. Staff should not act in any way which might be prejudicial to the School's interest. Information which may be included in the category covers both the general business of the School and information regarding specific individuals. A strict code of confidentiality must be adhered to at all times. The School is registered under the General Data Protection Regulation (GDPR). Staff must not at any time use data held by the School for personal use or disclose such data to a third person/party.

Child Protection at St Edward's

St Edward's is committed to safeguarding and promoting the welfare of children and young people and we aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the School must receive enhanced clearance from the DBS.

Health and safety

Under the Health & Safety at Work Act 1974 all staff must take reasonable care of their own health and safety and of others who may be affected by their actions or omissions at work and must comply with the School in its understanding of any relevant statutory provision. Staff must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

About the Selection Process

Those candidates whose applications we are pursuing will be contacted shortly after the closing date and invited to interview. At this stage we will take up references unless the candidate explicitly asks us not to contact a referee.

If we receive a large number of high-quality applications then we may conduct preliminary telephone interviews in advance of a formal interview at the School. The formal interview will involve meetings with various colleagues and will seek to assess how well the candidate meets the requirements of the post, and will include an assessment of the candidate's suitability to work with children.

Candidates will be asked to bring with them to interview any certificates relating to qualifications mentioned on the application form and identity and proof of address documents. Any discrepancies or anomalies in the application form will be taken up at interview. As part of the verification process, a candidate's present and past employers may be contacted, whether or not their name is given as a referee.

If you would like further information about this post, please contact the IT Department, by email: itmail@stedwardsoxford.org

Application forms can be found on the School website: www.stedwardsoxford.org

Completed forms should be emailed to recruitment@stedwardsoxford.org or posted to Recruitment, St Edward's School, Oxford OX2 7NN.

Closing date for applications is Friday 22nd February. We do reserve the right to close this advertisement early if we receive a high volume of suitable applications.