



LAMBROOK

PART TIME IT SUPPORT ASSISTANT
10—15 Hours per week including
Saturdays (Saturday working is only
during term time)

Required as soon as possible

The closing date for applications is Friday 24th April at 9.00am

Interviews will take place shortly after the closing date



CANDIDATE SEARCH

Lambrook is seeking a dynamic and enthusiastic Part Time IT Support Assistant to join our team, reporting directly to the Network Manager who is line managed by the Deputy Head. This position will provide support throughout the school, demonstrating excellent customer service skills as well as experience working within an IT environment. This is an exciting opportunity for an individual with a passion and aptitude for Information Technology within dynamic and progressive site based environment.

This is a part time position, 10-15 hours per week which include Saturday mornings. (Saturday working is only during term time)

The main duties include:

Hardware

- Imaging laptops
- Basic laptop repairs including battery swaps
- Management/troubleshooting of Interactive Whiteboards and AV equipment
- Printer troubleshooting (toners etc)

Software

- M365 management – MS Entra Administration, MS Intune, MS Teams, MS Exchange
- Setting up user accounts
- Troubleshooting of all software used by both Academic and Support teams

Communication and Documentation

- Communicating with third-party support services (e.g. Dell, Lenovo)
- Responding to and supporting parents
- Maintaining documentation – MS Excel (e.g. Asset inventory, Risk register) and CSV files (password management, user inventories)

Technical Support and Troubleshooting

- Software support - Troubleshooting of all software used by both Academic and support teams
- Respond to IT incidents, ensuring timely resolution and effective communication with stakeholders.
- Ensure Service Desk Tickets are dealt with in a timely manner.
- Conduct root cause analysis of recurring issues and implement preventive measures.
- Provide AV and technical setup and support for school assemblies, performances, and parents' evenings.

PERSONAL SPECIFICATION

The successful candidate will have the following experience:

- Microsoft Office 365 operating systems.
- Mobile device experience, including iOS, Android.
- Excellent customer service skills and a friendly and helpful manner.
- A demonstrable aptitude and enthusiasm for information and communications technology.
- Confidence and willingness to learn.
- Good communication skills and ability to work well in a team environment.
- Ability to organise and prioritise work loads.
- A good understanding of safeguarding procedures.
- A commitment and promotion of equality, diversity and inclusion.
- A commitment to safeguarding and promoting the welfare of children, including but not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the school are read and understood.
- An understanding and willingness to comply with procedures and legislation relating to confidentiality and maintain the highest level of confidentiality at all times.

THE APPLICATION PROCESS

The school has its own generous salary scale and benefits including contributory Pension Scheme, free lunches (term time only), bike to work scheme, life assurance scheme. If the candidate has a child who has been accepted into the school, subject to availability of spaces, a means tested fee remission may be available.

Applicants are asked to provide the Headmaster with a letter of application (no more than two sides of A4). The letter of application should offer a personal insight into the skills and aspirations of the candidate. Letters should be sent to the Headmaster via HR@lambrookschool.co.uk. Applications will only be accepted from candidates completing the School's Application Form in full. In addition, we ask for an accompanying photograph (not essential).

Any offer to a successful candidate will be conditional upon:

Verification of identity, qualifications and confirmation of right to work in the UK.

A minimum of two references.

A new satisfactory Enhanced Disclosure clearance (DBS) including the Children's Barred List must be in place before employment can commence.

Verification of medical fitness.

Where a candidate has worked or been in residence overseas in the previous five years, such checks and/or Visa documents are required in accordance with statutory guidance.

All appointments to the School are subject to satisfactory completion of a probationary period.

If you are currently working with children on either a paid or voluntary basis, your current employer will be asked about disciplinary offences, including disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and, if so, the outcome of any enquiry or disciplinary procedure. If you are not currently working with children, but have done so in the past, that previous employer will be asked about these issues. Where neither your current nor your previous employment has involved working with children, your current employer will still be asked about your suitability to work with children, although they may, where appropriate, answer 'not applicable' if your duties have not brought you into contact with children or young persons.

You should be aware that provision of false information is an offence and could result in the application being rejected or in summary dismissal, if the applicant has been selected, and possible referral to the police and/or the department for Education Children's Safeguarding Operation Unit.

