

# ROYAL GRAMMAR SCHOOL

Amersham Road, High Wycombe, HP13 6QT  
01494 524955

Website: [www.rgshw.com](http://www.rgshw.com)



## Senior IT Support Officer

Start date: asap

Full time

37 hours per week

Applications should be made to the Headmaster's PA, Denise Chick, asap, but by **Monday 21 November** by email ([heads.pa@rgshw.com](mailto:heads.pa@rgshw.com)) or post. Along with the completed application form, please include a letter of application and a current curriculum vitae, which should include the names, addresses, telephone numbers and email addresses of 2 referees.

Those being called for interview will hear within one week, when full details of the interview will be given. If you have not heard from us within two weeks of the deadline please assume that your application was unsuccessful. In which case we thank you for applying and wish you well in your future career.

Earlier applications would be welcome and shortlisted candidates may be interviewed before the closing date.

**The RGS is committed to promoting the safety and welfare of all pupils.**

**Appointment is conditional upon at least two satisfactory references.**

**All staff are required, before taking up post, to undertake an enhanced criminal record check through DBS.**



## Senior IT Support Officer

**Reporting to:** Head of ICT and Digital Strategy

**Contract:** Fill-time, Permanent

**Working hours:** 8.00am – 4.00pm Monday to Friday, 8.00am – 3.30pm Friday

**Salary Range:** Circa £30-£35,000 per annum, depending upon skills and experience

**Job Purpose:** The main purpose of this role is to provide proactive and efficient 1<sup>st</sup> and 2<sup>nd</sup> line technical support; over the phone, via email and in person to all staff and students at RGS. We are looking for a flexible, customer focussed individual, who is able to provide support in a user-friendly manner so that effective teaching and learning can be achieved to a high standard.

### Essential Requirements

- BSc in Computer Science or relevant field
- Proven experience as a Desktop or Technical Support Engineer, ideally within a school IT environment
- Active Directory
- Windows 10
- Microsoft 365
- Ability to perform remote troubleshooting and provide clear instructions
- Excellent problem-solving skills and multitasking skills
- Ability to work under pressure and to tight deadlines
- Must be a team player, customer focussed with a positive cheerful outlook

### Desirable knowledge and experience

- Access Control systems and CCTV
- Ed:Gen or iSAMs
- Windows Server Operating Systems
- Mobile device management
- Aruba wifi
- Aruba or Allied Telesis switch configuration

### Conditions of Employment

The following responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment):

- The post holder is required to support and encourage the School's ethos and its objectives, policies and procedures as agreed by the governing body.
- To uphold the School's policy in respect of child protection matters.
- S/He shall be subject to all relevant statutory and institutional requirements.
- The post holder may be required to perform any other reasonable tasks after consultation.
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.

\* \* \*

It is difficult to encapsulate the spirit of the RGS in words, but suffice it to say that all who work here regard it as a very special school indeed. The commitment to excellence is there, but alongside it is the sense of belonging to an exceptionally friendly community, where there is always genuine support for colleagues.



## Job Description Senior IT Support Officer

**Accountable to:** Deputy Head

**As Senior IT Support Officer:**

### Key Responsibilities

#### 1. IT Support

- Ensure the delivery of an effective IT help desk. Answering queries from staff, pupils and parents and escalating queries to the Head of ICT or external support as necessary
- Record technical issues and solutions
- Help create and maintain technical documentation and manuals
- Contribute to the development of on-line self-help manuals for users
- Provide the lunchtime drop in service for pupils when the Junior IT technician is unavailable
- Install software and troubleshoot software issues on school devices

#### 2. Mobile device management

- Manage Chromebook deployment and control, for staff and pupils, via Google Workspace Admin

#### 3. System Administration

- Manage user accounts on school IT systems, including Active Directory, Ed:Gen etc.
- Implement changes, in accordance with the change management procedures, on IT systems in the school including the access control system, active directory, CCTV, and other systems in place or that maybe introduced

#### 4. Training

- Support, train, develop and motivate appropriate staff in other departments to respond effectively to their own ICT Support queries.
  - Provide training to fellow team members on project rollouts, latest technologies, and assist with their development
  - Provide basic training to new starters on the ICT systems in use in the school
- To undertake other duties of an appropriate nature as may be reasonably required by the Headmaster.

*This job description is written at a specific time and is subject to change as the demands of the governors and needs of the School change. The role requires flexibility and adaptability and employees of the School need to be aware that they may be asked to perform tasks and given responsibilities not detailed in this job description.*



## General Information

This is general information for all who apply for a post at RGS. Some of it will not be relevant to this post, but I trust that you will find it useful in forming a picture of the School.

### Support staff at RGS

Support staff at RGS provide a vital role in ensuring that the School not only runs smoothly but continues to develop. Whether joining one of the administration teams, being a technician, a support assistant, gap student, and working on the finances or around the extensive school estate, RGS welcomes colleagues from all backgrounds to bring an added dimension to our staff body. A range of roles exists from part time, term time only to full time and support staff have excellent opportunities to contribute towards school life. Although we do not ask our support staff to undertake teaching roles, we warmly encourage participation in school trips and co-curricular activities.

### Facilities at RGS

- All-weather sports facilities.
- Rolling programme of classroom and laboratory refurbishment into 'state of the art' learning spaces
- Purpose-built language and music suites.
- The Rennie Mathematics Building with extensive, modern facilities
- Purpose-built Fraser Youens Boarding House for 70 boarders [Boarding video](#)

### Salary, benefits and wellbeing at RGS

Support staff are paid on the RGS scales, which are closely related to the locally negotiated Buckinghamshire Council pay range. For the benefit of support staff, the School participates in the Local Government Pension Scheme. We are a mutually supportive team and endeavour to ensure that all staff have a healthy work / life balance.

We offer	Wellbeing
<ul style="list-style-type: none"> <li>• Excellent pension scheme</li> <li>• Cycle to work scheme</li> <li>• Free membership of the School's Fitness Suite</li> <li>• Free use of the swimming pool</li> <li>• Tax efficient purchases of gadgets through the tech scheme</li> <li>• Staff common room with free tea &amp; coffee</li> <li>• On site hot and cold food</li> <li>• Social functions/concerts/plays etc</li> <li>• Car parking onsite</li> <li>• Accommodation (limited)</li> <li>• Long service awards</li> </ul>	<ul style="list-style-type: none"> <li>• Staff football</li> <li>• Staff Yoga</li> <li>• Staff badminton</li> <li>• Staff tennis</li> <li>• Staff touch rugby</li> <li>• Christmas party</li> <li>• Secret Santa</li> <li>• Secret buddy</li> <li>• Wellbeing group meetings</li> <li>• Common Room cake day</li> <li>• Wellbeing week</li> <li>• End of term get-togethers</li> </ul>

### Common Room at RGS

The Common Room exists as a formally constituted body of the teaching and support staff within the School. The committee consists of a Chairman, Treasurer and Secretary. The Common Room provides a cohesive, stimulating and enjoyable environment and a variety of social functions are organised throughout the year.

The Common Room is well equipped and includes tea and coffee making facilities, provided free of charge to all staff, a lounge, kitchen area and staff shower rooms. The Common Room subscribes to a range of national and local newspapers and journals. On a day-to-day basis, the Common Room acts as an important facility for staff to meet socially, collect mail and circulars, share information with others and relax!

## Appointment

The Royal Grammar School is committed to safeguarding and promoting the welfare of its pupils and expects all staff and volunteers to share this commitment. All appointments are subject to:

- the obtaining of an enhanced DBS clearance;
- confirmation of your eligibility to work in the UK; and
- receipt of two satisfactory references.

## Equal Opportunities

The Royal Grammar School is committed to equal opportunities for all its students and staff, irrespective of race, colour or nationality, gender, marital status, family circumstances, religion, sexual orientation, age or disability. There will be no discrimination on these grounds, or for any other reasons which cannot be shown to be justified. Students applying for admission to the school and candidates for posts at the school will be treated according to school policies on admission and recruitment and with regard to British and European legislation. Attention will be paid to the importance of equal opportunities education in both the formal and informal curriculum and our curriculum will be reviewed at frequent intervals to ensure that this policy is reflected in practice. The Headmaster is responsible to the Governors for monitoring this policy. The school operates an Equality Cohesion Policy. The School is a non-smoking establishment.

## Results

Our results speak for themselves. We do not, however, rest on our laurels and set ourselves ambitious targets.

- 91 % to highest and high tariff universities
- 67 % to Russell Group
- 14 Oxbridge
- 8 Medicine

## Our vision for RGS

- To offer our students an exceptional all-round education

## Our commitment to your development

Staff at RGS are dynamic, talented and innovative. We have an excellent reputation in preparing colleagues for the next stages of their career whether as teachers or support staff. We pride ourselves in attracting and retaining staff of the highest quality, supported by outstanding provision of professional development. It is difficult to encapsulate the spirit of RGS in words, but suffice it to say that all who work here regard it as a very special school indeed. Alongside a commitment to excellence is the sense of belonging to an exceptionally friendly community, where there is always genuine support for colleagues. To see the full range of activities undertaken at the school, we would encourage you to visit our website ([www.rgshw.com](http://www.rgshw.com)).

## High Wycombe

The Royal Grammar School is about one mile from the centre of High Wycombe, which has a large shopping centre, several out-of-town shopping areas, a theatre, two multiplex cinemas, new sports centre with a 50m competition pool and a large Waitrose. High Wycombe is 25 minutes from London Marylebone on a fast train, the station being 10 minutes' walk from the school. The town is well-served by cultural and sporting activities. There is little housing in the town itself though within a short distance the suburbs, with a range of housing stock, commence in all directions. High Wycombe is surrounded by attractive villages, which offer a range of housing from idyllic cottages to large detached properties in the countryside. The town of Marlow, an attractive riverside market town, is a few minutes' drive and Oxford is easily reached via the M40 or by train. Buckinghamshire is renowned for its schools with a range of excellent state primary schools, prep schools, grammar schools and non-selective secondary schools.

## How to apply

Along with a completed application form, further information should include a letter of application and a current curriculum vitae. Your application can either be completed online or emailed to the Headmaster's PA ([heads.pa@rgshw.com](mailto:heads.pa@rgshw.com))

## Interviews

Those being called for interview will hear within one week of the deadline when full details of the interview process will be given. All candidates invited for interview will be required to prove their identity and their entitlement to work in the UK.