



ICT HELP DESK / SUPPORT ENGINEER

The College

Founded in 1847 by William Gladstone and others, Glenalmond College is a fully co-educational boarding and day school, set in the stunning Perthshire countryside and enjoying magnificent grounds of over 300 acres in an unrivalled setting at the edge of the Highlands. There are currently around 350 pupils at Glenalmond between the ages of 12 and 18. There are four boys' boarding houses and three girls' houses.

The School has excellent academic and extra-mural facilities. In addition to cricket, rugby and lacrosse pitches, there are tennis courts, squash courts, a grass athletics track and a nine-hole golf course, a swimming pool, a sports hall and an all-weather playing surface. The Robin Thomson Theatre building is the venue for our drama and musical productions. The School has a strong CCF contingent, an outstanding Duke of Edinburgh's Award Scheme, and a Community Service programme which operates locally on a regular basis.

The Position

To coordinate and participate in the daily functions of the IT Department's Support Services Team to ensure they meet service level goals, as well as provide exemplary customer service and support to their clients. To prioritise work to provide high availability of mission critical systems and serves as first tier technical support for complex technical problems.

The Department

The importance of ICT within the College has grown over recent years as have the demands placed upon this business area. It is therefore a busy and varied role with input into and involvement with the SLT and other key post holders.

Principal Accountabilities

- Create and maintain user accounts for all college systems, including exam accounts where necessary, configured to the specific needs of the individuals.
- Support Bring Your Own Device (BYOD) and 1:1 technologies accessing the college's WiFi and cloud resources.
- Maintain a strict ICT device servicing and cleaning program for school owned devices including projectors and devices in public areas of the college.
- Maintain printer supplies, report faults in line with the supplier's service contract and advise

staff of any issues or updates.

- Manage helpdesk tasks and participate in the daily activities of the Support Services Team.
- Works towards meeting the IT department performance standards, benchmarks, and service level agreements.
- Ensure proper handling of service requests, and when appropriate escalate calls to other staff in the ICT team.
- Assign tasks from the Service Desk and follow up to ensure the tasks were properly accomplished, the applicable documentation was updated, and that a high level of customer satisfaction was achieved.
- Diligently utilises the help desk management system to help administer IT Department work assignments, track and record work completion, and maintain control over IT asset inventory.
- Help establish, document, and promote exceptional customer service standards within the ICT Team, and help train Helpdesk Team Members to meet these standards as needed.
- To assist with the implementation and management, as required, of the delivery of ICT Infrastructure projects during both term time and during College holidays that will improve the ICT facilities throughout the College.
- To advise and inform the Senior Leadership Team and Heads of Departments on technical issues as part of the decision making process for technical direction and procurement of new systems.
- To support the Head of IT with their responsibilities related to:
 - manage all facets of desktop and laptop PC support throughout the organization
 - employ sound lifecycle management processes to ensure the timely and appropriate acquisition, maintenance, repair, replacement, and disposal of IT assets.
 - manage the installation, maintenance, application of patches and revisions, troubleshooting, repair, and vendor support interaction for desktop and end-user applications, and various standalone applications.
 - ensure that all software installed on desktop and laptop systems is licensed, registered with the appropriate vendor or manufacturer, and that the associated license and warranty information is on file. Once installed, manage the physical software asset ensuring it is safeguarded from loss, theft, and piracy.
- To be responsible for resolving failures in desktop related hardware and software while ensuring good communication with all staff within the College so all are aware of the issues and when they will be resolved.
- To ensure the preparation and maintenance of documentation, manuals and user notes.
- To support the Information Officer over their responsibilities related to troubleshooting 1st line support issues.

Team management

- To work with the Head of IT as required in managing Helpdesk staff, including training, coaching and appraisal.
- Participate as a member of the ICT; in this capacity attend department management meetings, collaborates and make recommendations, and assist with budget processes.
- Proactively and enthusiastically build professional relationships inside and outside of the IT Department to promote operational efficiency and courteous interactions.

Technical Advisory/Support

- As part of the ICT Team you are to promote and deliver fair and high quality customer care services to all pupils and staff. This will be achieved by providing hands-on technical support

for staff and pupils of the College in the areas of first and second line support, and to provide assistance to the 1st and 2nd line teams as needed to cover for staff holidays and training.

- To provide support and guidance to staff in the use of ICT and provide feedback using specialist skills/training/experience.
- To assist in preparing material and provide staff training on a wide range of applications used in College.

Other Duties

- To comply with policies and procedures relating to child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate person.
 - To actively support the College's Equal Opportunities Policies.
- These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

Job Knowledge, Skills and Experience

Good working knowledge of the following is essential:

- Windows Server 2008/2012 and general network design
 - Microsoft Hyper-v Environment
 - VMWare Workstation
 - Exchange Server
 - LANs/WLANs & WANs
 - Arcserve Backup UDP
 - DHCP and DNS
 - VLAN and Routing
 - SQL
 - Firewalls – Palo Alto
 - Active Directory
 - Group Policy
 - Antivirus
 - Windows Desktop Operating Systems and Productivity Suites
 - Apple Operating Systems and Management Tools
 - Solid work experience in delivering 1st & 2nd Line Support
 - Networking experience
 - Project Management experience is desirable, as is knowledge/experience of working in an academic environment.
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- Good level of verbal and written communication skills
 - Ability to discuss technical matters effectively with non-technical people
 - Ability to work as part of a team
 - Self-motivated and able to work with minimal supervision
 - Highly organised
 - Approachable and adaptable.

Terms

We can offer you a competitive salary, complimentary refreshments during hours of work, a good working environment as part of a close-knit team.

Fee concessions are available for staff children who attend Glenalmond and there are various reciprocal arrangements with local Prep schools.

Applications for the post

Glenalmond is committed to safeguarding and promoting the welfare of children: applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers/Disclosure Scotland at enhanced level. Appointments will be conditional on references acceptable to the College and sight of original qualification certificates.

All applications must be made on the College Application Form. Please also include a covering letter outlining your suitability for this position.

Detailed information about Glenalmond, together with a copy of this job description and an application form, can be found at <https://www.glenalmondcollege.co.uk/about-us/job-vacancies/>

Please return completed applications either by post (marked Private & Confidential) to: The HR Manager, Glenalmond College, Perth, PH1 3RY or by email to

barbaraclark@glenalmondcollege.co.uk

Closing date for this post is 23 June 2019 with interviews scheduled w.c 1 July 2019 although we reserve the right to interview and appoint at any time in the recruitment process.