



IT Support Technician



Information Pack

Required February 2023

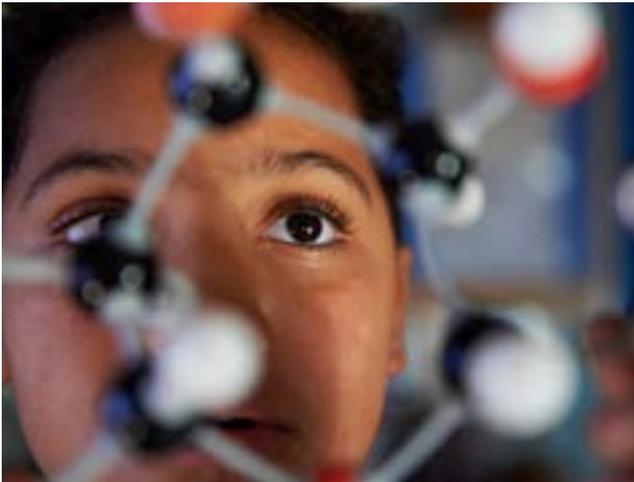
[www.beechwoodpark.com](http://www.beechwoodpark.com)

# Beechwood Park

Beechwood Park School is an independent day and flexi-boarding school for boys and girls aged 3 to 13.

*“Particularly strong (academic) reputation, but also nurtures and educates children in the wider sense. The result is sparky, confident children who exude pride in their school and are incredibly happy learners..”*

## Good Schools Guide



# Welcome

Thank you for your interest in working at Beechwood.

I am delighted to introduce you to our school, a thriving community at the heart of which are our wonderful pupils, supported by a team of inspiring staff.

We believe that the transformative effect of a preparatory Beechwood education provides boys and girls with a safe, happy and uniquely child-centred environment in which they can enjoy building friendships (often for life) and develop innate creativity, curiosity and character.

As you will see in our Mission, on page 4 of this booklet, Beechwood **nurtures, engages** and **inspires** its pupils, developing their confidence and independence, establishing in them the skills that prepare them for a future life and love of learning.

Our highly-qualified and experienced teaching staff encourage children to engage as active learners, take increasing ownership of their studies, probe, question, develop an increasing Growth Mindset together with the self-discipline, perseverance and academic risk-taking that is our academic hallmark.

I am exceedingly proud of what Beechwood staff do each and every day, ensuring our pupils benefit from a rich, diverse and exciting education. Opportunities abound within and beyond the classroom, and we provide our pupils with the time and space to learn, flourish, create and challenge themselves. Beechwood pupils are proudly individual yet connected by an education which teaches them to love life and squeeze every opportunity out of it; they embrace challenge and adapt to and are excited by change; they develop resilience and aspire to excellence in all that they do. They are happy, confident adventurers, who enjoy exploring big ideas, who argue and create, retaining balance and truth.

Pupils enjoy particularly good relationships with their teachers and the wider staff at Beechwood; our most recent ISI Inspection, which you can read [here](#) refers to "the open and trusting relationship that staff and pupils enjoy... (which) leads directly to some excellent pupil choices" (ISI 2019)

I hope you find everything you are looking for on our [website](#) to help you decide if Beechwood could be right for you.

We look forward to welcoming you.

*M. Cussans*

Maureen Cussans  
Interim Headmistress



# The School

Beechwood Park School is an independent day and boarding preparatory School for around 525 boys and girls between the ages of 3 and 13 years.

Founded in 1964, and set in a beautiful 40-acre estate amidst unspoilt Hertfordshire countryside, Beechwood enjoys a well-established reputation for being one of the country's leading co-educational, independent preparatory schools through its provision of academic excellence and a well-rounded education.

The School constantly invests in improving facilities and infrastructure to provide a modern working and learning environment for staff and pupils alike. Our sports hall, swimming pool complex, music technology suite, recording studio, IT infrastructure and surrounding park and woodland provide further spaces for 21st century children to explore and grow.

The School has a strong family atmosphere, which is central to the enjoyment of School that we believe is the foundation of successful education. The people who work here are deeply committed to the progress and wellbeing of pupils in their care. A talented and diverse team of specialists and all-rounders, the staff bring expertise and dedication to their role and have an easy rapport with the young.

Our most recent Independent Schools Inspection Report (ISI) January 2019 identified the School to be excellent in all areas with no recommendations for improvement, and it is an incisive and honest external appraisal of our wonderful community.



# Our Mission

Beechwood's Mission is to be a leading UK prep school.

To fulfil this ambition, with the support of parents, the School:

- **Nurtures** the happiness, health, safety and emotional well-being of every child, developing in them confidence and independence;
- **Engages** the intellectual, physical and spiritual potential of every child across a broad range of academic, co-curricular and pastoral activities and experiences;
- **Inspires** children, inculcating transferable, lifelong skills and values by which to achieve personally and contribute influentially to society ;
- **Enables** inspirational and reflective teachers to provide every child with outstanding teaching, delivering the highest levels of educational pace, variety and challenge.



# The Role

Job Title: IT Support Technician

Reporting to: Network Manager

## Job Purpose

1. Provide 1st line IT support to all staff and pupils, including hardware systems, software applications and all other computer-related configurations.
2. Ensure that the IT systems operate efficiently and effectively to meet the needs of all school users.

## Role Responsibilities

### Network

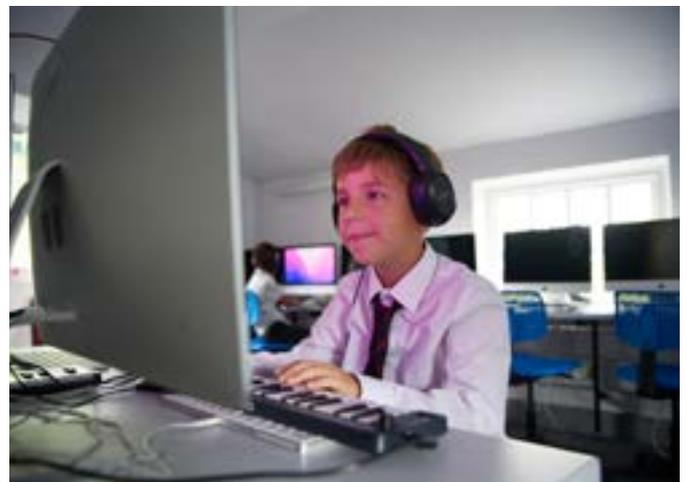
- Support and maintain all aspects of the computer network;
  - Work with the IT-Support team in resolving and troubleshooting technical and other IT problems which might arise on our network, workstations, laptops, Macs, operating systems, software and all other related peripherals (including Audio Visual Equipment, Telecoms, Wireless and Printers);
  - Provide technical support and training to non-teaching and teaching staff and to pupils;
  - Work on new projects beneficial to the IT environment.
- Maintain the Asset Register of IT equipment and ensure that this record is reviewed and compared with the physical presence of IT assets on a regular basis;
  - Assist the IT team with managing inventories and the disposal of old equipment according to the current WEEE regulations.

### Software

- Undertake the installation, deployment, maintenance and updates of software efficiently across the network.

### Hardware

- Undertake all aspects of hardware deployment, installation, upgrading, imaging, repair and routine maintenance;
- Ensure that all hardware deployed within the organisation is properly asset-tagged and recorded;
- Assist with the expansion of the school network infrastructure, including switches, cabling, and wireless network equipment;
- Assist with management of mobile devices;
- Changing of printer toners and basic troubleshooting (paper jams, driver issues, etc.)
- Assist with the setup of AV equipment for lectures and presentations;



## Support and Service Levels

- Handle frontline queries from various sources including email, helpdesk and telephone;
- Provide high quality, customer focused, technical support in all areas of the School's computing environment;
- Support teachers with the setup of IT equipment for lessons and other activities;
- Maintain communication with users, updating requests logged on the School's ticketing system, and escalating them within the team as required;
- Produce and update clear documentation when required;
- Read online and published materials about the educational use of IT, attend relevant meetings and technical briefings;
- Regularly access key IT education web sites to keep abreast of changes and developments.



## Personal Specification

### Personal skills:

This position requires a high percentage of first contact resolution, request fulfilment and problem-solving using various diagnostic tools. Inter-personal skills are required to support customers and handle escalations in line with school policies and procedures.

- Good communication, both written and verbal, including the ability to explain technical issues clearly to staff/pupils who are not technically minded as well as the IT team;
- Excellent organisation skills;
- Excellent customer care;
- Ability to take initiative;
- Team player;
- Completer-finisher;
- Well-motivated and reliable;
- Ability to work to deadlines and under pressure;
- Commitment to continuous professional development, maintaining and extending personal expertise in specific areas of IT and identifying opportunities for further training.

### Essential experience, technical skills and knowledge:

- Good IT skills, hardware knowledge and familiarity with the full range of Microsoft products (including Office 365) and operating systems, and Mac OS;
- Good trouble-shooting ability;
- Working knowledge of wireless networks;
- Working knowledge of classroom Audio Visual equipment including interactive screens;
- Experience working in a technical support role;
- Awareness of cyber security requirements.

### Desirable experience, technical skills and knowledge:

- Relevant IT qualifications
- Experience working in the education sector
- Experience of working with iSAMS

The duties and responsibilities outlined above are not exhaustive and may be varied from time to time in consultation with the post holder.

### Working Hours

0830 - 1630 or 0900 - 1700, plus occasional out of hours work

### Contract

Fixed term contract for one year

### Salary

Competitive, commensurate with qualifications and experience

### Pension

The School will comply with its legal obligations in relation to the provision of access to a pension scheme and will automatically enrol the position holder in a pension scheme as and when required, with an employer contribution of 5%.

### Holiday

The position holder is entitled to 25 days' holiday in each holiday year which runs from 1st September to 31st August. Public and bank holidays falling within the School holidays are also taken as paid holiday. Holidays may not normally be taken during term time, which includes three days before and one day after each term.

**Beechwood Park is an equal opportunities employer and we aim for our staff to reflect the diversity of our local community. We welcome and encourage applications from people of all ages, genders, religions and sexual orientation, those from Black, Asian and other minority ethnic backgrounds, and those with disabilities.**

Agreed by Bursar

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Date \_\_\_\_\_

Agreed by Jobholder

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Date \_\_\_\_\_

## Safeguarding and Child Protection

Beechwood Park is committed to safeguarding and promoting the health, safety and well-being of all children.

We require all applicants for employment to complete a BPS Staff Application Form and to produce original identity documentation and certification of qualifications.

The School will undertake an enhanced DBS clearance check of the successful candidate.

The School recruits and retains the highest calibre teaching and non-teaching staff to promote the Beechwood Mission across all aspects of its educational provision. All employees work in a culture of openness, trust and transparency to promote:

- Their statutory responsibilities to protect children from abuse and harm in accordance with the BPS Child Protection and Health and Safety Policies;
- The reporting of low-level concerns in support of the School's Mission to Nurture, Engage and Inspire and its core Values.

## The Application

Please download, complete and return the School's Application Form with a handwritten covering letter of application, to:

Mrs A Ridler  
Bursar  
Beechwood Park School  
Beechwood Park  
Markyate  
Hertfordshire  
AL3 8AW

Please feel free to contact the Bursar for an informal discussion via email  
[a.ridler@beechwoodpark.com](mailto:a.ridler@beechwoodpark.com)

**Closing date for applications:**  
Friday 3 February 2023

# Location and Access

Beechwood Park is set in beautiful rural parkland outside the village of Markyate. Although rural, the School is only 5 minutes from Junction 9 of the M1 and 15 to 20 minutes from Harpenden, St Albans, Berkhamsted, Hemel Hempstead, and Luton - all with super-fast train links to central London.

The School runs an extensive bus service for pupils, before and after School, to Harpenden, St Albans and many surrounding villages. These areas offer some beautiful villages and places to live, within easy reach of London.

## Direct Train Service:

St Albans to London St Pancras: 18 minutes  
Harpenden to London St Pancras: 25 minutes  
Luton Airport Parkway to London: 24 minutes

## By Road

M1 Junction 9: 5 minutes  
Harpenden: 15 minutes  
St Albans: 20 minutes  
Berkhamsted: 20 minutes

## Nearest airport

London Luton: 15 minutes





Beechwood Park School

Pickford Road  
Markyate  
St Albans  
AL3 8AW

01582 840333 [hmsecretary@beechwoodpark.com](mailto:hmsecretary@beechwoodpark.com) [www.beechwoodpark.com](http://www.beechwoodpark.com)

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