



KING WILLIAM'S COLLEGE

IT Technician

Title: IT Technician
Reports to: Head of IT
Department Team: IT
Job location: King William's College

King William's College is committed to safeguarding. All staff, volunteers and contractors are required to adhere to our safeguarding policies and procedures and undertake a full enhanced DBS check.



King William's College and The Buchan School are committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. The successful candidate will also require satisfactory references and confirmation of education. A medical examination may be required. If necessary this will be undertaken at the expense of King William's College. The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact will be to adhere to and ensure compliance with the school's Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, he/she must report any concerns to the Head.



The School

King William's College was opened in 1833 through public subscription and the support of Bishop Barrow's Charity, which itself had been founded in 1668. For most of its history, the school operated primarily as a boys' boarding school supplemented by day boys. Girls were first admitted to the Sixth Form in the late seventies and the school became fully co-educational in 1987. In 1991, King William's College merged with The Buchan School, (situated in Castletown and founded in 1875), to provide education for young ladies, also under the auspices of Bishop Barrow's Charity.

The two sites now constitute one school administered by a single Board of Governors and with the same overall vision and ethos. The sites are less than two miles apart and The Buchan School provides Nursery and Prep curricula for children from 2 years to 11 years of age. King William's College provides a non-selective education up to IGCSE and all Sixth Form students take the International Baccalaureate Diploma. There are currently around 70 children at The Buchan Nursery, 162 at The Buchan School and 383 at King William's College. There are two boarding houses at College with around 86 boarders of which about 50 are International. The School is a Church of England Foundation although the pupil body includes those of many faiths.

The School is run on year-group lines for academic purposes while the House system has been retained for social interaction including Drama, Music and Sport. In 2002 King William's College began teaching the International Baccalaureate Diploma. Since then close to 1000 students have studied the Diploma with us and we have become one of the largest and most successful IB schools in Britain. We believe that it is an excellent preparation for both university and life beyond and it is the only qualification we offer in the Sixth Form.

The King William's College enjoys a magnificent setting facing Castletown Bay in the south of the Island. The site is dominated by the main school building with its quadrangle and clock tower. The Buchan site is constructed around an early Victorian country house, in a pleasant parkland setting on the edge of Castletown.

The Role

To work with the College and the wider IT team to provide excellent customer centric, proactive and reactive support to ensure the continuous availability of the IT equipment and systems

Key Duties and Responsibilities

- Keep accurate and timely records within the support logs system
- Maintain computer networks and systems
- Carry out technical investigation into support calls and escalate where appropriate
- Maintain spare IT stock, warranties and software licences in accordance with the asset register
- Arrange and repair (where required) equipment under the terms of the warranty agreement on specific hardware
- With support from other IT colleagues and third parties, maintain aspects of core infrastructure systems and services, including:
 - Network connectivity (ISE, switch maintenance and VLAN updates)
 - Internet services; including web filtering & Security
 - Administer Office 365, Cloud and on-prem, Intune, SharePoint etc
 - Mobile device management eg Intune & JAMF
 - Server system maintenance such as back-up, anti-virus, Windows updates, patches etc
 - College MIS systems
 - Print Managed System
- Administer Back-ups
- Support changes to hardware and software, including maintaining documentation eg Asset Register, Teams
- Respond to support requests using appropriate knowledge bases/logs to assist with diagnosis and resolution
- Any other duties corresponding to the general character of the post and appropriate with its level of responsibility
- Conduct individual and group training on the use of IT resources to enable first class teaching and learning opportunities for students and staff.

Skills & Experience Required

- Experience of Microsoft platform & tools eg Active Directory, Cloud Infrastructure
- Desirable – experience of supporting a Print Managed System
- Good time management and organisational skills with the ability to work on your own initiative
- Champion of high standards, pride in your work and attention to detail
- Good computer hardware and software skills, with an ability to effectively troubleshoot and resolve problems at the expected level of the role
- Good communication skills and ability to communicate with people at all levels
- Able to work cooperatively in partnership with the team, the wider College community and third parties.
- Act as a role model for high quality customer service
- Willingness to be flexible
- Dependable and reliable, desire to help people and to act with integrity

Personal Responsibilities:

- Hold positive values and attitudes and adopt high standards of professional conduct
- Carry out the duties and responsibilities of the post, in accordance with KWC's policies

- Form positive professional relationships, and work in partnership with colleagues throughout KWC, Buchan and Nursery.
- Treat all aspects of the role in the strictest confidentiality
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, equality and diversity and data protection, reporting all concerns to an appropriate person
- Enhance skills and knowledge relevant to your role through online resources and attend relevant courses where appropriate

Remuneration & Benefits

King William's College has its own generous pay scale and the financial package offered will be commensurate with the responsibilities of the post and the experience of the person appointed. The appointment is pensionable and the College participates in a contributory pension scheme

The successful candidate will be eligible for the following benefits upon commencement of employment:

- 25 days holidays (pro rata)
- Health Care Cash Plan
- General Life Assurance
- Free Parking
- Contributory Pension Scheme

Applications

A completed application form together with a covering letter should be submitted by post to: Head of HR, HR Department, King William's College, Castletown, Isle of Man, IM9 1TP or by email to: hr@kwc.im

