



Candidate brief for the position of
First Line IT Support

Bancroft's
Independent Co-educational Day School 7-18



Contents

The Role

Responsibilities

The Person

The Department

Background

Remuneration

How to Apply

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Reg. Charity No. 1068532. Registered as a company in England and Wales No. 3513962



The Role

This is a challenging role that will provide the successful candidate with an excellent opportunity to progress their career while learning new skills and knowledge. This vacancy is for the position of First Line IT Support.

Excellent customer-facing and communication skills are paramount, as you will be interfacing with the users at all levels of the organisation. This, coupled with good administration skills, will mean the successful candidate will deal with calls in real-time, meeting SLA's from 30mins to 4 hours. Previous IT Support (Desktop, Laptop, Tablet, Networking and Printer knowledge) will be necessary for this role, but onsite training and mentoring will be provided.

The ideal person for this role should be confident, self-motivating, hardworking and able to make decisions for themselves. This role will be an opportunity to grow your IT skills and propel your career to the next level.

This role reports to the IT Manager.



Key Responsibilities

The main duties are as follows (though not exhaustive):

- A first point of contact for the customer (students and staff) via email, video call, phone or in person
- Logging fault calls for the Support Team on the appropriate Helpdesk system
- Resolving first-line support problems, such as User account administration/printer problems where applicable
- Monitoring the IT Helpdesk email inbox and responding/logging the calls appropriately
- Facilitating AV setups for staff and visitors in presentation spaces



- To manage the IT Departments logged incidents ensuring that they are responded to within the given SLA
- Management of Asset and Software Registers and the associated Databases / Spreadsheets
- Management of warranty maintenance and maintaining a library
- Assisting the senior members of the department with preventative maintenance
- Procurement of consumables, assisting in maintaining budget controls
- Assisting staff and students with IT training; this may include running small workshops or one-to-one sessions

Other

- Maintain and develop effective communication, liaison and relationships with internal clients and suppliers; including attendance at internal and external meetings, networking and other events
- Attend relevant IT steering groups as required
- To participate in Bancroft's appraisal process
- To comply with and promote Bancroft's Health and Safety policies and take appropriate responsibility to ensure the health and safety of self and others
- Ensure compliance with and implementation of all Bancroft's policies and procedures in respect of Equality and Diversity and pursue the achievement and integration of Equality and Diversity throughout all Bancroft's activities
- Carry out Bancroft's administrative procedures, record keeping and reporting
- To participate in any duty rota, including evening and weekend cover arrangements where required
- To engage in continuous professional development.
- Travelling and working across Bancroft's sites or elsewhere as may be required from time to time
- To undertake such other reasonable duties as may be required from time to time and review this Job Description at least annually with the IT Manager or Helpdesk Manager through Bancroft's appraisal scheme





Additional Work Information

- This job description is not an exhaustive list of all responsibilities or duties but reflects the major core of the role
- The organisation reserves the right to alter the content of this job description after consultation to reflect changes to the job or services provided without altering the general character or level of responsibility
- Bancroft's is committed to providing the best possible care and education to its pupils and to safeguarding and promoting the welfare of children and young people. The School expects all staff, contractors, Governors and volunteers to share this commitment
- To demonstrate a commitment to improving and developing the organisation's processes and facilities
- To carry out such duties that may be reasonably required by your line manager

The Person

Essential Criteria:

Good working knowledge of:

- Microsoft Windows 10 and Office Professional applications
- Microsoft 365
- Active Directory / User Management
- Printer functionality
- Management of In-house fault logging systems
- Performance reporting and Administration
- Stock control and procurement of consumables



Desirable Criteria:

Personal attributes:

- Excellent customer-facing skills
- Ability to work under pressure and to tight timescales
- Ability to prioritise
- Proven experience within a similar role
- Experience working in a team environment
- Self-Management with Good Organisational Skills
- Quick Learner
- Excellent Communication Skills



The Department

The IT department has undergone some expansion in recent years, in line with the increased prominence of ICT in the classroom and School. The IT support department provides support for both the Prep and Senior School and is based in the Senior School. The IT department is keen to promote continuous professional development and has a generous training budget to facilitate this.

Background

The School

Bancroft's was founded by the Drapers' Company in 1737 on the Mile End Road as a day-school for local boys from a diverse range of backgrounds; the School has come a long



way geographically and institutionally since then but remains committed to pupils from a wide range of backgrounds and has a long tradition of excellence.

We are now a co-educational independent day school for around 1200 pupils from 7 to 18 and an unashamedly aspirational school devoted to scholarship and intellectual inquiry. We aim to provide an atmosphere in which each child can flourish, and we believe that children succeed when they take full advantage of the huge range of different opportunities we provide – whether immersed in academic research, being out on the sports fields, taking part in charitable activities, acting on the stage, playing music and attending some of our numerous clubs and societies, our pupils challenge themselves and learn by taking part wholeheartedly in school life.

We have the highest expectations for every child in the School, and we support, encourage and nurture each individual; we want our pupils to enjoy life to the full, make enduring friendships and grow up in a friendly, safe but challenging environment.

At Bancroft's, we continually strive to ensure that all our pupils leave here with the confidence, self-awareness and knowledge to thrive in the world beyond, as well as taking with them an awareness of others and an abiding curiosity about the world.

Bancroft's has a selective 5 or 6 form entry at 11+, with just under half the pupils coming from the Preparatory School. The School uses its own entrance exam and admits boys and girls in equal proportions. There is a further small entry at 16+, and most pupils continue their studies into the Sixth Form. Public examination results are very strong and place Bancroft's among the top co-educational schools in the country.

In 2019, following sustained application and hard work by our pupils, together with support from teachers, we saw 32.6% of all A Levels taken graded at A* with 85.2% graded A*, A or B. Results in Art, Spanish, Electronics, History and Mathematics were all particularly pleasing.

GCSEs were also a reflection of the hard work and dedication of our pupils and their teachers. Again Bancroftians rose to the challenge of restructured and more demanding



examinations. This year we saw almost 65% of all examinations being awarded either an 8 or 9 (equivalent to an A*), with 99.1% of exams achieving grades 9-5.

Bancroft's is a forward-looking, modern school, and a centre of excellence for the twenty-first century.



Remuneration

The successful applicant will receive an attractive salary package according to experience and expertise. Benefits include free school lunch, use of the gym and swimming pool at allocated times, and private health cover.

The position is full time, 52 weeks, with 27 days holiday per year plus 8 bank holidays. The hours are 08:00 – 16:30, 37.5 hours per week, with a 1 hour lunch break.

How to apply

An application form is available to download from the School website, <http://www.bancrofts.org/about-us/employment-opportunities> or by emailing recruitment@bancrofts.org



Bancroft's School is an Equal Opportunities employer and is committed to safeguarding and promoting the welfare of children and applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

