Candidate brief for the position of
Senior IT Support Analyst

Bancroft's

Independent Co-educational Day School 7–18

Contents

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 Senior IT Support Analyst.

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. The Senior IT Support Analyst is expected to handle a wide range of IT projects and support tasks. Primarily responsible for system development, security, and support of a secure, useable, functional and supportable IT infrastructure, while providing the user community with assistance in their use of Bancroft's internal and external hosted systems.

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 Director.

Responsibilities

The primary role of the Senior IT Support Analyst is to implement, develop, enhance, secure, monitor, and maintain the hardware and software configuration of the school's infrastructure and computers. This will involve installing new infrastructure hardware and software and updating existing firmware and operating systems, and application software (including Anti-Virus, Encryption, and Ransomware protection) as directed. A

proportion of the work will involve routine 'housekeeping' maintenance for these systems and the development of infrastructure monitoring and reporting systems.

The Senior IT Support Analyst will be responsible for, in collaboration with the IT Director, Infrastructure Manager and Helpdesk Manager, the network infrastructure and security of school hardware and associated peripherals, (the network infrastructure and server Infrastructure will remain the primary responsibility of the Infrastructure Manager and the Helpdesk Manager respectively).

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

The Senior IT Support Analyst will be required to have an excellent broad working knowledge of IT hardware and software to troubleshoot, diagnose and resolve associated problems. There will also be some routine hardware maintenance and refresh projects to be carried out as appropriate.

- A primary administrator responsible for the implementation, management, support, and integrity of secure integrations of cloud services with on-premise services; including but not limited to Windows Servers (VMWare and Physical) Apple School Manager, Microsoft Intune, Microsoft Azure, Microsoft 365, and JAMF MDM and Sophos Central.
- Will collaboratively work with IT colleagues and third parties to develop the IT infrastructure and associated systems with a primary focus on the ease of useability, functionality for the end-users and supportability for the IT Team.
- Will manage and respond to reasonable requests for assistance from any member of staff, pupils and extended Bancroft's user community.
- Assist the IT team in designing and implementing technical solutions, deployments, safety measures and data recovery plans.
- Act as a mentor and role model for junior members of the team.
- Assist the IT Director and Helpdesk Manager where appropriate to complete compliancy processes (for example, Cyber Essentials).

- Software licence conditions are to be observed, and any requirement for the purchase of extra licenses is to be reported to the IT Director.

- Be responsible for maintaining and managing software media sets, password lists, and associated documentation.

- Any evidence of system security breaches, privacy breaches and malware threats, or deliberate abuse of infrastructure or equipment will be acted on immediately to prevent the breach/abuse, and the issue will be logged formally and promptly inform the IT Director and IT Team (and the Senior Tutor for student involvement), so that a timely investigation and subsequent disciplinary action may be undertaken effectively.

- All work undertaken is to be logged and the hardware and software configuration of each project and support work to be documented.

- Determine security violations and inefficiencies by conducting periodic audits.

- Protect systems by defining access privileges, control structures, and resources.

- Develop and Support the IT systems with a primary focus on the ease of useability, functionality for the end-users and supportability for the IT Team.

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 and positively contribute to IT steering groups as required.

- 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 attend appropriate professional training courses and pass the associated examinations identified in appraisals and personal development plans.

- 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 to review this Job Description with the IT Manager and Helpdesk Manager through Bancroft's appraisal process.

- Implement, develop, and maintain toolsets and procedures to monitor security and system access.

- Safeguard information system assets by identifying and solving potential and actual security problems.

- Recognises problems by identifying abnormalities; reporting violations timely and appropriately to his/her line manager and colleagues.

- Implement security improvements by assessing the current situation; evaluating trends; anticipating requirements.

- Upgrade system by implementing and maintaining security controls.

- Keeps users informed by preparing performance reports; communicating system status.

- Maintains quality service by following organisation standards.

- Maintains technical knowledge by attending educational workshops; reviewing publications.

- Contributes to team effort by accomplishing related results as needed.

- Mentoring junior members of the team and facilitating knowledge transfer and updated documentation to colleagues.

- Liaise with third parties and vendors where appropriate to facilitate warranty, break/fix, upgrades, refreshes, and troubleshooting.

- Assisting the senior members of the department with preventative maintenance.

- Assisting staff and students with IT training; this may include running small workshops or one-to-one sessions.

Additional Work Information

- 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.
- To demonstrate a commitment to improving and developing the organisation's processes and facilities.
- 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.
- To carry out such duties that may be reasonably required by your line manager. This job description is not an exhaustive list of all responsibilities or duties but reflects the major core of the role.

Safeguarding

Bancroft's is committed to safeguarding and promoting the welfare of children and young people and expects all staff, contractors, Governors and volunteers to share this commitment. Successful candidates are required to undergo child protection screening appropriate to the role, including checks with past employers and the Disclosure and Barring Service (DBS).

Working Hours

The core hours for the role are preferably 08:00 to 16:30 (7.5 working hours with a one-hour lunch break). The IT department will be staffed by at least one individual between the hours of 08.00 and 18.00 Monday to Friday during term time. Staff are required to work their contracted hours in this window; shifts within the team are managed as appropriate by the IT Director and Helpdesk Manager.

The Person

Desirable Criteria:

- An analytical mind with excellent problem-solving ability.
- Proven experience and certification with substantial working knowledge of Microsoft Server environments and associated applications, Server Virtualisation, Office 365/Azure, varied storage infrastructures, cloud integrations, and user experience.
- Previous experience and working knowledge of MDM's preferable JAMF, InTune and Apple School Manager.
- Outstanding communication and organisational skills (strong written and verbal communication skills).
- Excellent decision-making skills.
- Outstanding customer-facing skills and a work ethic that is attentive to the user community's technological needs and working practices.
- Familiarity with IT security frameworks and risk management methodologies.

- Be able to manage/prioritise their own workload and time management, while contributing to team goals, and mentoring other members of the team.
- Ability to work under pressure.
- Be able to take ownership of a task or project to see it through to completion and to meet scope, cost, timescales, and expectations whenever possible.
- Extensive working knowledge of IT infrastructure and end-user hardware and software to troubleshoot, diagnose and resolve hardware and software problems.
- Good working knowledge of patch management, firewalls, switches, intrusion detection and prevention systems, public key infrastructure (PKI), and cryptographic protocols (e.g. SSL/ TLS).

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 School 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 stay into the Sixth Form. Public examination results are very strong and place Bancroft's among the top co-educational schools in the country.

Due to the continuing Covid-19 pandemic, students were unable to sit their GCSE and A Level examination in June 2021. Instead they received Teacher Assessed Grades which were awarded after a rigorous review of various evidence including tests and coursework.

82.2% of all GCSEs at Bancroft's in 2021 were awarded the top grades of 9 or 8; 99.1% achieved either grades 9/8/7 with 99.8% graded as a 5 or better.

In common with the pattern across the country, the number of top A Level grades which were awarded to Bancroft's pupils increased. Bancroft's pupils achieved 63.9% at A*; 98.1% of exams were awarded grades A* - B.

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

Working at Bancroft's

The successful applicant will receive an attractive salary package according to experience and expertise. Benefits include free school lunch and refreshments during the day, private medical insurance, pension (TPS) and concessionary fees for children attending the school (dependent upon academic assessment). We have a generous CPD budget and staff are encouraged to look for opportunities to develop their skills and expertise either to further their career or to support their enjoyment of their role. We have a Staff Wellbeing Group, and an active Senior Common Room who organise a range of social events. Staff have access to various sporting facilities such as the gym and the swimming pool at allocated times. We also have a staff group working on Diversity and Inclusion and are founding members of the Schools' Inclusion Alliance.

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.