

For an immediate start



CANDIDATE INFORMATION

# ICT Support Technician

Westbrooke Hay





**Our mission is to develop academically successful, community minded, self-confident and well rounded individuals who are well prepared for their futures.**

Westbrook Hay is a thriving co-educational independent day school. Pupils enjoy a broad curriculum, achieve excellent results and have the all-important confidence to succeed.

The school roll is currently at a record high of around 380 pupils and in September 2023 announced that it is growing its Senior Section of the school from Year 8 to Year 11 and will begin offering GCSEs.

**Our ethos is to be a welcoming, inclusive community that provides the best for, and expects the best from us all.**

The school is well known locally for its warm and welcoming atmosphere. This is something we cherish and, even though we are potentially going to grow slightly in size, we do not want to lose this ethos.

We believe our ethos separates us from larger competitor schools in our locality. This ethos is generated by the staff and their relationships with the pupils and parents. It has been regularly described as 'friendly and professional'.

**We are seeking an ICT Support Technician who can assist us with achieving our mission, thrive under this ethos and help lead the school through the next exciting phase of development.**





# Our History



Westbrook Hay School, founded in 1892 by Augustus Orlebar in Bedford, has evolved over 130 years, relocating and renaming itself multiple times. Originally a small establishment with just two pupils, it grew under successive leaderships and moved to its current location at Westbrook Hay in 1963. It transitioned from a boarding school for boys to accepting day pupils and girls in the late 1970s.

Located between Berkhamsted and Hemel Hempstead in Hertfordshire, the school's beautiful location boasts 26 acres of parkland overlooking the Bourne Valley. For example, the school has a purpose-built Pre-Prep and is planning a new specialist STEAM (Science, Technology, Engineering, Art and Mathematics) building to cater for GCSEs. The Performing Arts Centre was added in 2016 and boasts impressive facilities for dance, drama and music. Specialist facilities also include a Science Laboratory, DT Workshop, Sports Hall, Swimming Pool, an ICT Suite and an Art Studio.

Under various heads the school has expanded and modernised, while continuing to prepare students for prestigious senior schools such as Bedford, Berkhamsted, Haileybury, Millfield, Stowe and St Albans. The school now moves into a new phase of development becoming an all-through school to 16.





A photograph of five students in red school uniforms walking up a wooden staircase. The students are smiling and looking towards the camera. The staircase has a dark wood handrail and balustrade. On the wall behind them are four framed artworks: a sailboat, a tree, a colorful abstract design, and a landscape. A green 'Fire exit' sign is visible above a door at the top of the stairs.

# Long Term School Strategy

In September 2023, Westbrook Hay announced that it is growing its Senior Section from Year 8 to Year 11 to begin offering GCSEs.

The decision was made in reaction to the changing local market, from a position of financial strength and due to demand from current and prospective parents.

This process has started extremely well with record numbers of pupils joining into Year 7 and new starters into Year 8. The first Year 9 cohort will be in place for September 2025.



# School Structure

The school is growing to form three main sections

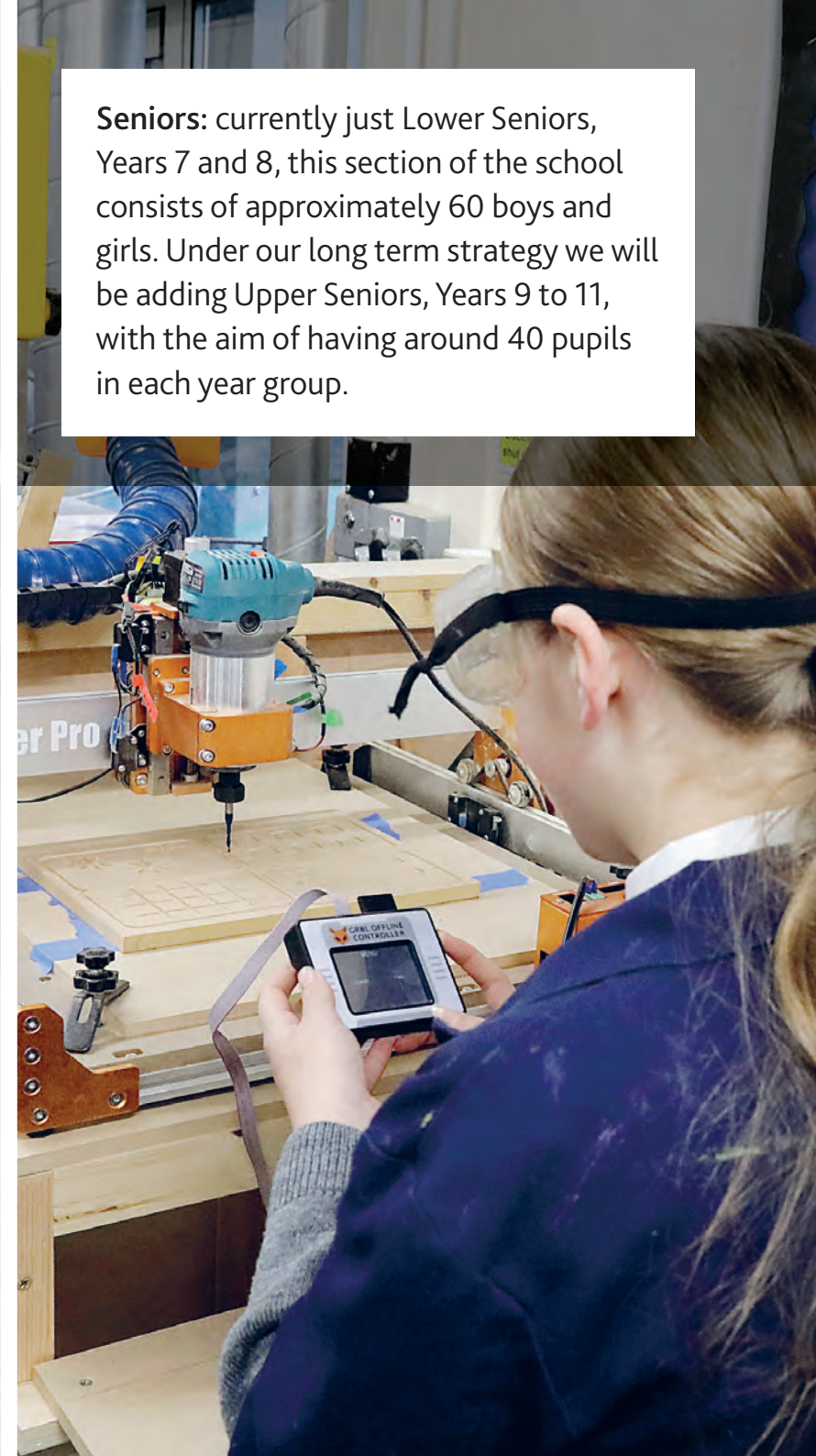


**Pre-Prep:** for pupils from Nursery to Year 2, this section of the school is two form entry and consists of approximately 140 boys and girls.



**Prep:** for pupils from Year 3 to Year 6, this section of the school is two or three form entry and consists of approximately 190 boys and girls.

**Seniors:** currently just Lower Seniors, Years 7 and 8, this section of the school consists of approximately 60 boys and girls. Under our long term strategy we will be adding Upper Seniors, Years 9 to 11, with the aim of having around 40 pupils in each year group.







## Overview of the Role

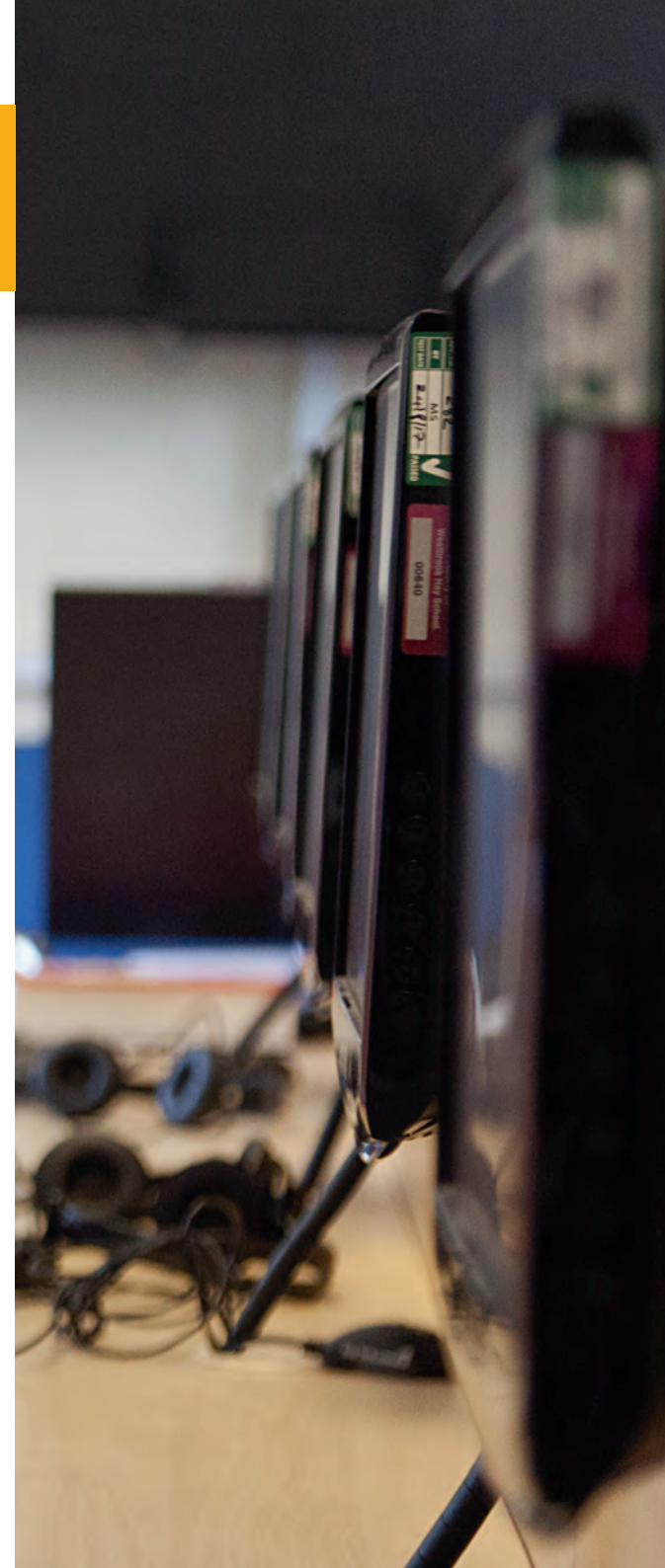
The role is to ensure the streamlined operation of the ICT department in alignment with the School's objectives. The school currently consists of approximately 350 devices made up of a combination of Windows workstations, Chromebooks, laptops, iPads, etc.

The ICT Support Technician will help maintain the school's infrastructure and assist in the day-to-day running of the school.

The ICT Support Technician will report to the IT Manager.

# Role specification

- Monitor and Maintain the network infrastructure and services including:
  - Smoothwall Filtering
  - Meraki Switches and Wireless Access Points
  - Sophos Endpoint Protection
  - VLANs
  - Windows Server 2019
- Provide efficient 1st Line technical support for all users by telephone, e-mail and face to face, offering a rapid response to ensure users are able to function efficiently, safely and effectively;
- Provide 2nd Line technical support analyzing and resolving issues with a wide range of software, hardware and services. Escalating any 3rd line issues as required internally or externally;
- Assist the IT Manager with 3rd line support and project work;
- Maintain and support user hardware (Monitors, PCs, laptops, printers, tablets, AV equipment, peripherals and cabling);
- Ensure the schools ICT functions efficiently and effectively meet the needs of the school and its users;
- Install & configure software (Operating systems, academic software and drivers etc.) both manually and through automated deployment tools;
- Undertake minor repairs to equipment, and arrange for major repairs as appropriate;
- Manage domain entities within Active Directory and Google Workspace (Create and make changes to users and computers, manage security groups and distribution lists as required);
- Provide ad hoc training to users including preparing concise training documentation to share with users;
- Follow security procedures, with reference to protecting hardware, data and confidential information, in line with school policies;
- Set a good example in relation to the Health & Safety adhering to all relevant Health & Safety laws and guidelines. Maintain a safe, clean and tidy working environment;
- Manage and ensure an effective backup process including offsite backup;
- Manage and ensure effectiveness of servers, including e-mail, print, and backup servers, and their associated operating systems and software;
- Manage and ensure optimal operation of physical and virtual servers;
- Manage and ensure optimal operation of all infrastructure hardware and equipment, including routers, switches, Wireless Access Points, UPS', printers, interactive displays etc;
- Manage and ensure effectiveness of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems;
- Establish and maintain regular written and in-person communications with the organisation's, decision-makers, stakeholders, department heads, and end users regarding pertinent network activities;
- Approve and administer user accounts, permissions, security and access rights;
- Attend meetings as required.







# Main Tasks and Accountabilities

## The ICT Support Technician's responsibility is:

- To provide an ICT technical support and advice service to administrative and curriculum areas as required across the school;
- To ensure best value is achieved with all hardware and software purchases;
- To participate fully in the school's performance management process;
- To demonstrate a commitment to continuous development, identify opportunities for professional development undertake training opportunities where appropriate;
- To keep abreast of developments in the field of ICT and undertake research as appropriate;
- To assist the IT Manager in the running of school productions, events and livestreams as required.
- To deputize for the IT Manager in running certain events, productions etc;
- To assist with the development of the school information management systems (Schoolbase);
- To assist in overseeing internet access and usage across the school;
- To support staff and students using computers and to help them to resolve difficulties;
- To be able to advise on the working of programs to assist with learning;
- To be able to assist with training sessions for staff in such areas as interactive display use and protocol, MIS and web-portals;
- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the IT Manager or Executive Group;
- To contribute to the ethos of the school, in all areas of contact and responsibility, in relationships with staff and pupils;
- To work collaboratively with suppliers' and external support providers to achieve the agreed aims of the school;
- To perform such other tasks as may be reasonably required by the Bursar or Executive Group;
- Theatre. To facilitate the day-to-day running of the School Performing Arts Centre (PAC) and assist during larger shows as required.





# Person specification

## The ICT Support Technician will:

- Be the embodiment of Westbrook Hay's values and mission and a supporter of the Westbrook Hay Charter;
- Be organised, meticulous and a first-rate ICT Support Technician;
- Be patient and kind, yet determined;
- Be a self-starter with a high level of time management and planning skills along with the ability to work unsupervised;
- Have a high level of honesty and integrity;
- Have an unquestionable understanding of confidentiality;
- Have the ability to reflect, review, learn and change if appropriate;
- Have excellent interpersonal skills, being able to communicate and work with staff at all levels;
- Be flexible in their approach to working hours to ensure requirements are met;
- Be empathetic to the plight of others and flexible enough to adapt expectations to support others' needs and challenges;
- Be understanding of the impact of their own behaviour on others;
- Have a strong intellect coupled with a sense of humour, keeping professional challenges in perspective;
- Be educated to A-Level standard or equivalent;
- Have a minimum of 2 years' experience in a similar role. Previous experience in an educational environment is desirable but not essential.



# Terms and Conditions

## Working hours:

Working hours are 09:00 – 17:00.

This is a Full Time – Year Round role.

Attendance at such events as required by the Headmaster to include (but not restricted to) Speech Day, Governor and Staff Reception and Bonfire Night.

A degree of flexibility is required in order to complete the responsibilities pertaining to the role.

## Skills and Qualifications:

Able to communicate clearly, both orally and in writing.

A networking qualification (e.g. CCNA) is desirable but not essential.

Manages own time and information in an effective manner and makes best use of resources available.

A natural aptitude for understanding technical information and a genuine interest in technology.

**Holidays:** 5 weeks plus bank holidays.

**Expenses:** All reasonable costs associated with the role will be reimbursed upon receipts.

**Notice period:** Half a term.

**Out of hours:** The position may require additional duties as part of and in addition to the normal responsibilities. It is anticipated there will be a degree of out of hours working and flexibility on both sides will be shown with regards to time spent.





# Salary and Benefits

## What can we offer you?

- A fantastic team of staff to work with and be a part of
- This is a Full Time position 52 weeks per year
- Salary £23,000 to £28,000pa dependent on experience
- Free cooked lunches and refreshments throughout the day
- Pension: Stakeholder Pension Scheme
- Fee remission. As per the current WBH policy or as revised from time to time. Places are subject to the school's Admissions process
- Free parking





# Application and Recruitment Process



The deadline for the receipt of applications is 12:00 on Thursday 20th March 2025. To apply for this position please complete an application form via the website <https://www.westbrookhay.co.uk/current-vacancies>

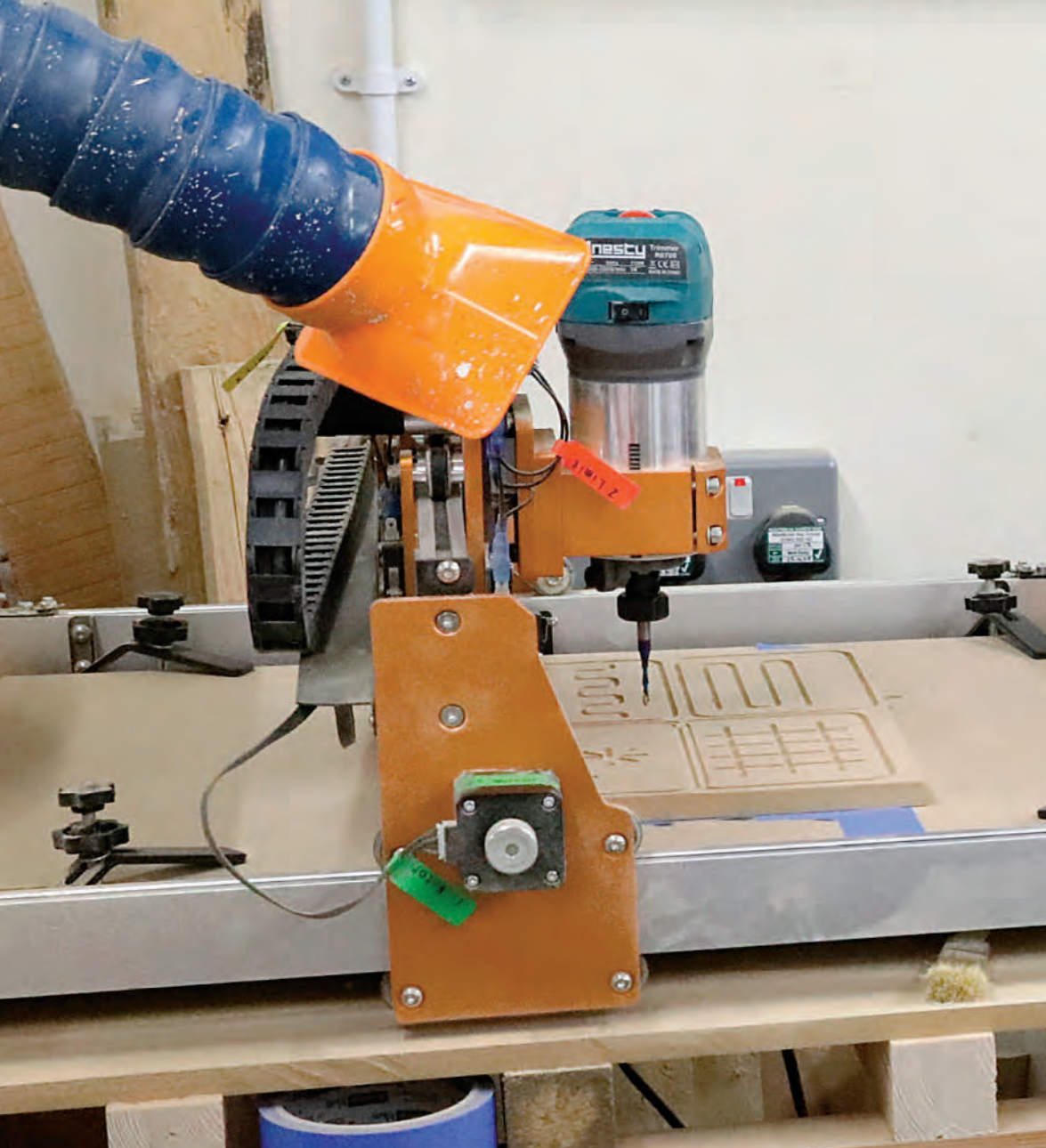
Further information or any enquiries can be requested from our HR Officer, Rachel Franklin on 01442 256143 or [rachel\\_franklin@westbrookhay.co.uk](mailto:rachel_franklin@westbrookhay.co.uk)

**It is anticipated that Interviews will be conducted in the week commencing 24th March 2025.** Candidates will be offered a tour of the school on interview.

**This appointment is for an immediate start.**



# Compliance Requirements



The appointment is subject to satisfactory pre-employment checks in accordance with DfES guidance, to satisfactory references, satisfactory clearance from the DBS, proof of identity and qualifications and a satisfactory medical report. Westbrook Hay is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All successful applicants will be required to undergo child protection screening including checks with current and previous employers and the Disclosure & Barring Service.







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