



*Where young
people are*
**known,
valued &
treasured**



IT Services Technician

Application Pack

Co-educational Independent Catholic Day School for ages 4-18 in St Albans





Welcome to St Columba's College

St Columba's College is located 25 miles from Central London in the cathedral city of St Albans in Hertfordshire. The College is a thriving 4-18 independent co-educational day school, comprising a Prep School of approximately 200 pupils and a Senior School of 600 students, of whom 160 are in the Sixth Form.

St Columba's is an academic and aspirational school devoted to academic excellence and the holistic development of each individual child. The College underwent an ISI inspection in 2022 and was judged as excellent in every respect, with no areas identified for improvement. It was established in 1955 by the Brothers of the Sacred Heart and is a Roman Catholic foundation based on the educational philosophy developed by its founder, Father André Coindre: to ensure a provision of education rooted in religious values, structured through friendly discipline, nurtured by personal attention, and committed to academic excellence. We are an integral part of a dynamic group of 12 schools located primarily across the United States.

The department

The IT Services department is responsible for supporting and maintaining the College's IT systems and for providing fast, efficient support for staff, students, parents and the wider Columban Community. The department is responsible for resolving all IT related faults quickly and efficiently, as well as being proactive about fault finding and providing solutions before problems occur.





Job title: IT Services Technician

Responsible to: Head of IT Services

Overall Purpose

To provide frontline IT support and assist in maintaining the College's technical infrastructure.

Main areas of responsibility

- Setting up and supporting students & staff with their 1 to 1 device, raising repair claims when required
- Setting up new PC's, Laptops, Tablets, iPads.
- Software installation, updates and support
- Provide appropriate technical support, help and advice to staff and students
- Ensure tasks are logged on the IT Helpdesk and are processed in an effective, efficient and timely manner.
- Diagnosing and resolving 1st line issues
- Maintain records of IT assets, incidents, and resolutions
- Maintaining printers and consumables, logging any issues where required
- Supporting the IT administration of exams
- Assist in monitoring network performance and resolving connectivity issues
- Escalating IT Issues to the Senior IT Services Technician or Head of IT Services in a timely manner.

Other

- Provide staff training if required
- Performing basic administrative support duties, as required, to meet specific operational objectives
- Providing assistance, support and knowledge transfer to the other members of the IT Services Team
- Ensuring that a high level of customer service and support is provided to all stake holders.

Skills Required

- Proficient in Windows 10, 11 & Microsoft Office
- Experience with Microsoft Office 365, Microsoft Teams, InTune, Mac OS
- Hardware maintenance
- Configuration and installation of software packages.

Personal Qualities

- Eager to learn with a flexible approach
- Hardworking
- Ability to communicate clearly with confidence
- Ability to perform the physical tasks required by the post including lifting, working at height, carrying and pushing various equipment and loads
- Self-motivated with the ability to work as part of a team and on own initiative.

General responsibilities

- Attend training and staff INSET sessions organised by the College
- Adhere at all times to Health & Safety legislation, and all departmental policies and procedures, to ensure the safety of self, colleagues, pupils, staff and visitors
- Follow College Safeguarding and Child Protection policies
- Carry out any other reasonable duties as requested by the Head of IT Services, Bursar and Headmaster.

Safeguarding Children

The appointee's responsibility for promoting and safeguarding the welfare of children and young people for whom s/he comes into contact will be to adhere to and ensure compliance with the College's Child Protection Policy at all times and to engage with relevant safeguarding training and updates as requested, including in-person training and online courses, which may be beyond the usual working hours. If in the course of carrying out the duties of the post the appointee becomes aware of any actual or potential risk to the safety or welfare of children in the School s/he must report any concerns to the Designated Safeguarding Lead.

The Role

- Full time position, 52 weeks per annum
- Normal hours of work will be full time 8.30am - 4.30pm (35 hours per week), Monday to Friday, inclusive of a one-hour unpaid lunch break. On occasions, flexibility with working hours will be required to accommodate the needs of the College by providing dedicated IT support to staff outside of the normal school day. Attendance on INSET days, Open Day and the annual Columban Fayre is required
- Salary will be dependent upon skills and experience
- 25 days' annual leave + bank holidays and 3 discretionary, non-contractual days between Christmas and New Year when the College shuts down
- Free car parking on site
- Eye care vouchers
- Contributory pension scheme into which the College contributes 6% of salary
- Free lunches, and refreshments whilst the catering facility is operational
- Use of the College Fitness Suite outside of school hours
- Cycle to Work and Tech Schemes
- Paid time off to attend relevant technical training as part of CPD.

Work with us

St Columba's is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. Applicants will be required to undergo child protection screening appropriate to the post, including reference checks with past employers and the Disclosure and Barring Service.

If you wish to discuss this vacancy further, please contact Jackie Metcalfe, HR Manager, at metcalfe.j@stcolumbascollege.org or on 01727 892095. To apply for this position, visit our website stcolumbascollege.org

Application Process

Closing date: 10 am Wednesday 8th January 2025

Interviews will be conducted shortly afterwards.

Early applications are encouraged as the College reserves the right to call suitable candidates to interview and to appoint prior to the closing date.





St Columba's College, King Harry Lane, St Albans, Hertfordshire, AL3 4AW

01727 855185

colleadmin@stcolumbascollege.org

St Columba's College is a Catholic Foundation of the Brothers of the Sacred Heart (US Province)