

RS ACADEMICS



# FINTON HOUSE SCHOOL

## IT TECHNICIAN CANDIDATE INFORMATION



# WELCOME FROM THE HEADMASTER

Finton House School holds a special place in the hearts of all those who have been here, either as a pupil, a parent or as a member of staff. It is a unique school combining a warm child-centric environment with a high focus on wellbeing and values while also achieving outstanding academic results. This is in the context of a non-selective entry, increasingly rare for Prep schools in the area, and a specific objective to include children with special education needs who can thrive in a mainstream environment.

Inclusion is part of the fabric of Finton House, together with a focus on building an understanding of our roles in the Community around us and our duty to contribute. All this is down to the culture, care and commitment of our highly experienced staff who get the best out of every child from those that need early support in specific areas to the more able who should be stretched.

Working here is deeply rewarding and often a great deal of fun - after all, happiness is the key to a successful education. Everyone works hard to maintain the school's success and outstanding reputation, while in the knowledge that protection of their own wellbeing is taken very seriously.

**Ben Freeman**  
Headmaster



# ABOUT FINTON HOUSE

Finton House is a thriving independent co-educational prep school for 340 children aged 4-11. Located near Wandsworth Common in South West London, Finton House is a non-selective, inclusive school where children are prepared to thrive in an ever-changing world. The school's commitment to pastoral care is as strong as its commitment to providing an outstanding education, and its academic achievements at 11+ speak for themselves: at Finton House, every child can shine bright.

Finton House was founded in 1987 as a charitable trust on the principles that there should be no academic selection for entry into Reception and that all the children, including those with special educational needs, should enjoy a completely inclusive, nurturing environment. These principles underpin the educational experience. The school has a strong reputation for nurturing mixed ability cohorts of children to experience the joy of learning and develop their skills, knowledge and wellbeing. The impact and success of a Finton education is evident in the number of children waiting for a place to join in Reception or for an occasional vacancy in all Year groups, and the remarkable success of pupils being awarded places and scholarships into a wide range of selective independent senior schools.

The school motto "Open Hearts and Guiding Hands" sums up the warm and caring relationships that the school promotes in a nurturing learning environment, in order to provide the most complete education.



RESILIENCE  
MORALITY  
COMMUNICATION



FINTON HOUSE VALUES

CURIOSITY  
RESILIENCE  
SELF-BELIEF

COMMUNICATION  
RESILIENCE  
SELF-BELIEF

# JOB PURPOSE

The School is seeking a capable and proactive IT Technician to provide high-quality day-to-day technical support across the school. The IT Technician will act as the primary on-site support presence, responding to IT support requests from staff and assisting in the maintenance and development of the School's technology systems.

The role involves managing and resolving support requests, assisting with device management, supporting classroom and administrative technology, and contributing to the effective operation of the School's IT environment. The IT Technician will work closely with the Head of IT and external IT support providers to ensure reliable, secure and well-maintained systems.

The successful candidate will be personable, have strong technical troubleshooting skills, a willingness to learn and develop new skills and the ability to support a wide range of hardware and software used across the School.

The role provides exposure to a varied IT environment including Microsoft 365, Active Directory, Apple devices, classroom technology and school systems and offers opportunities to contribute to IT improvement projects led by the Head of IT.



|                      |                                  |
|----------------------|----------------------------------|
| <b>Position:</b>     | IT Technician                    |
| <b>Reporting to:</b> | Head of IT                       |
| <b>Contract:</b>     | Full-time, permanent, year-round |
| <b>Salary:</b>       | £32,500 per annum                |

# KEY RESPONSIBILITIES

## **IT Support**

- Provide first-line and selected second-line support for staff IT queries across the School.
- Manage and respond to IT support requests via the School's ticketing system.
- Troubleshoot and resolve issues relating to devices, software, connectivity and classroom technology.
- Escalate complex technical issues to the Head of IT or external support providers where appropriate.
- Maintain accurate records of support activity and contribute to regular reporting on common issues and trends, including weekly.

## **Device and System Management**

- Assist with user administration across Microsoft 365, Active Directory and other school systems.
- Support the administration of Apple devices using Jamf and Apple School Manager.
- Assist with onboarding and offboarding of staff accounts, including system access and IT inductions.
- Ensure software updates and device maintenance tasks are completed in line with IT policies and procedures.

## **Classroom and Event Technology**

- Support classroom technology including laptops, landlines and mobile phones, iPads, projectors, smartboards and audio systems.
- Assist with IT and audio-visual setup for school events including assemblies, concerts, performances and assessments.
- Carry out routine checks of classroom equipment to ensure reliable operation.





### **Infrastructure Support**

- Assist in monitoring system alerts and reporting issues relating to network services and backups. Ensure backups run properly for all stored data, and escalate any issues.
- Carry out scheduled checks of systems and services in line with documented procedures.
- Report anomalies or potential risks to the Head of IT or relevant support provider.

### **Asset and Documentation Management**

- Maintain an accurate inventory of IT hardware and key software assets.
- Assist with hardware lifecycle management including setup, deployment and retirement of equipment.
- Maintain clear documentation of IT processes and support procedures.
- Contribute to the development of the IT administration manual.

### **Continuous Improvement**

- Identify recurring technical issues and suggest improvements to reduce support demand.
- Assist the Head of IT with technology improvement projects and system upgrades.
- Encourage good IT practices across the School and support staff in using systems effectively.

### **Additional Duties**

- Assist with vendor liaison for hardware, software and licensing where required, and be aware of the School licensing and subscription expiry cycle, as well as software and firmware updates.
- Contribute to IT incident reporting and documentation.
- Undertake other IT duties as reasonably requested by the Head of IT.

### **Working Relationships - the IT Technician will work closely with:**

- The Head of IT
- Teaching and administrative staff
- External IT support providers
- School leadership and operational teams

The role requires strong communication skills and the ability to support colleagues with varying levels of technical confidence.

# PERSON SPECIFICATION

## Essential

- Experience supporting Microsoft 365 environments and associated services.
- Familiarity with Windows and Apple operating systems.
- Experience providing technical support in a multi-user environment.
- A logical and methodical approach to troubleshooting technical issues.
- Ability to learn new systems and technologies quickly.
- Good communication skills and the ability to explain technical issues clearly to non-technical users.

## Desirable

- Experience working in an education or school environment.
- Experience supporting mobile device management (MDM), particularly Apple devices.
- Familiarity with Jamf or Apple School Manager.
- Basic understanding of networking concepts and system integrations.

## Personal Attributes

- Positive and flexible approach to work.
- Strong organisational and documentation skills.
- Ability to prioritise tasks and manage competing demands.
- Personable, collaborative and approachable working style.
- Willingness to undertake routine support tasks as well as contribute to technical projects.
- Ability to work independently while also contributing effectively to the IT team.

# SAFE GUARDING

The duties and responsibilities outlined may be subject to change based on the school's needs and priorities. We reserve the right to modify or amend the job description at any time, in consultation with the employee, to better align with our school's goals and objectives.

Finton House Educational Trust is committed to safeguarding and promoting the welfare of children and young people. Applicants must undergo child protection screening, including checks with past employers and Disclosure and Barring Service. Details of all checks are to be found in our Recruitment, Selection & Disclosures Procedure which is available on the school's website.



# BENEFITS

- 30 days' holiday (full time equivalent)
- Finton House operates a generous defined benefit pension scheme for all employees. Support staff are enrolled into Scottish Widow with an employer contribution of 7.5%
- All permanent employees benefit from Life Insurance covering Death in Service to a value of 2 times salary.
- All permanent employees benefit from Income Protection insurance should the employee fall ill, providing support during long term illness.
- Employees have the option to buy into the group medical insurance provided through Aviva. This covers a wide variety of treatment including optical and dental.
- Permanent employees benefit from a staff discount on fees for all children attending Finton of 65% (pro rata).
- Lunch is provided to all employees during term time, alongside access to refreshments throughout the day.
- The School participates in both a Cycle & Technology Scheme allowing employees to benefit from favourable purchase terms and tax efficiencies.
- All employees have access to an industry leading Employee Assistance Programme offering employees and their dependents access to wellbeing resources including counselling and legal advice.
- Staff Loans are available for training courses and travel support.
- Finton operates a lively social life with regular staff events alongside traditional mentoring and support.

*Finton House Educational Trust is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children and young people. Applicants must be willing to undergo child protection screening appropriate to the post. The appointment is subject to satisfactory pre-employment checks in accordance with the relevant statutory guidance, including an enhanced Disclosure and Barring Service check, satisfactory references, proof of identity and qualifications, a review of their social media presence and a satisfactory medical report.*





**FINTON HOUSE**  
SCHOOL