BALLARD

BESPOKE EDUCATION

IT Technician – 1ˢᵗ or 2ⁿᵈ Line, depending on experience

This is an exciting time in the development of IT in education and Ballard is committed to keeping abreast of new developments and promoting its appropriate use to enrich teaching and learning.

Ballard's IT Systems and Services have experienced significant growth and redevelopment. With the 1:1 device scheme now well integrated into the School, we are striving to become a Microsoft Showcase school. We have invested substantial resources in our IT infrastructure to create a sophisticated and robust environment for both staff and pupils.

We are looking for the right person for the job with prior experience being a bonus but not essential. For the right person both on the job and certified training will be available.

The School

Ballard is an award-winning independent co-educational, day school for pupils from Nursery (2 years) to GCSE (Year 11). Ballard has been recognised, once again, by the prestigious Independent School of the Year Awards, by winning their **Co-educational School of the Year Award 2024.** This follows Ballard reaching the finals for Sport in 2023 and Performing Arts in 2022. We have also reached the finals of the Independent School Association's Award for Fine Arts and Design, the MTI Award in Musical Theatre Provision, for the Music and Drama Education Awards 2025, as well as being the current Language nut Primary champion. Situated on the edge of New Milton and close to both the New Forest and the sea, set within a wonderful 34-acre site the school has around 450 pupils. We are a family school which offers an all-round education within a nurturing and supportive environment. We believe that children flourish and achieve if kept happy, fulfilled and stretched through a wide range of activities including sport and the performing arts.

Job Purpose

- To help manage and promote, in conjunction with the IT Director, Head of ICT, MIS Manager and Leadership Team, the use of technology across the whole school in line with the School's strategic goals.
- To help manage installation, maintenance, availability and integrity of the School's IT infrastructure.
- To assist the IT team in designing and implementing new systems that enhance learning, develop administration and provide modern communication and management.
- To help develop effective relationships with staff and pupils across the School that assesses and responds to their needs, providing them with support in their use of the network and equipment resulting in higher standards of systems and resource use.

The Technician is line managed by the Director of IT.

Job Description

All duties associated with this role require the highest standards of professionalism at all times in terms of manner, conduct and appearance.

- The support of Ballard's IT systems.
- Helping implementing, maintaining and testing systems
- To help ensure that the School network is managed, monitored and maintained so it operates efficiently and effectively, anticipating and rectifying likely difficulties whenever possible
- To help ensure IT systems can securely support Teaching, Learning, Administration and the Business Function of the School
- To help ensure all the School's IT systems are fully documented
- To help ensure the school is compliant with the IT licence requirements
- To help monitoring and progressing the School's 1:1 device scheme
- A want and understanding of ICT in education and a desire to drive forward the use of appropriate technology
- To assist in creating a professional work environment and ethos within the IT team
- To help provide appropriate support and training to maintain an effective service to end users
- Support and help train staff in their use of IT systems
- To help ensure the design and implementation of systems for backup, validation and restoration of systems and data
- To help manage the creation, implementation and monitoring of procedure for user and file maintenance and other administrative tasks
- To help ensure the network is secure at all times and that staff and pupils have access only to appropriate areas of the network
- To support the day-to-day ordering and asset management of ICT equipment, cabling, software and consumables ensuring compliance with financial controls and processes
- Work with third party suppliers in the resolution of IT faults or the installation of new IT systems
- Ensure appropriate "housekeeping" tasks are implemented

Desirable but not essential experience:

- Experience of delivering IT solutions in an enterprise/educational setting
- Experience of administering Active Directory/Intune environments
- Experience of managing enterprise firewall technologies
- Knowledge of networking technologies and VLAN configuration
- Experience of managing DNS, DHCP, Group Policy Management, WDS, software deployment
- Knowledge of cloud-based file systems and file sharing/collaboration methods like SharePoint/OneDrive
- Experience with enterprise level Mac incorporation within a Windows infrastructure
- Experience with Switches and Networking
- Previous experience of SCCM (System Centre Configuration Manager)
- PowerShell/scripting technologies
- Experience of schools' MIS systems

Desirable Attributes:

- Strategic thinker
- Excellent communicator
- Ability to identify and set key priorities
- A desire to enhance the learning of our pupils and be fully committed to their safety and wellbeing
- Friendly and professional approach to staff, teachers and pupils of the School
- Flexibility in approach to people and working arrangements

- Ability to work independently and as part of a team
- Effective time management
- Willingness to contribute to all aspects of a busy and thriving independent school
- Patience and good humour

Systems Summary:

- Server / SAN solution
  - 3x Hyper-V hosts
  - 10Gb ISCSI SAN
  - 2x Servers for DR/Backup/Replication
- Veeam Backup/Replication
- Palo Alto Firewall
- 10GB Dell network backbone with failover links
- 1gbps Leased line with failover ADSL
- Site-wide Extreme Wireless
- Office 365/Exchange online
- Papercut managed print solution with 20 MFDs
- 200+ Windows 11 workstations
- Mac Suite of 16 x iMacs
- iPad banks
- 1:1 device scheme with Intune
- SharePoint Intranet
- Interactive displays in all classrooms
- VOIP telephony

Working Hours and Rate of Pay

- 40 hours per week (8am – 5pm) year-round, 1-hour lunch break (unpaid). This is negotiable for the right person.
- 30 days paid holiday per year, in addition to statutory holidays
- Salary £26,000 to £31,500 per annum, depending on experience
- Defined contribution pension scheme
- Staff are welcome to have school lunch and refreshments in term time and parking is available

How to apply

Applicants are asked to complete a Support Staff application form, along with their letter of application, and send it, addressed to the Headmaster (recruitment@ballardschool.co.uk).

Interviews: The job advertised does not have a closing date as we are looking for the best candidate. However, please apply as soon as possible as we reserve the right to close the job at any time. We are also looking to conduct interviews as soon as possible.

Start date: As soon as possible

Shortlisted applicants will be invited to the School for interviews and will also have the opportunity to see the department and meet departmental staff.

The School retains the right to interview and appoint at any time during the application process, so early applications are strongly encouraged.

Ballard School is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment. The successful applicant must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (Enhanced Disclosure). As part of the referencing process, the School will undertake a digital screening, including online searches of candidates and any potential matters of concern will be discussed with the candidate.

This post is exempt from the Rehabilitation of Offenders Act.

The successful candidate will be required to complete and sign a medical form.

Ballard School is committed to Equal Opportunities and welcomes applications from all sections of the community.

For further details and an application form, please visit: www.ballardschool.co.uk/vacancies