



**ALDENHAM**  
— SCHOOL —

## ICT Support Technician





## A MESSAGE FROM THE HEAD OF FOUNDATION

I am delighted that you are interested in finding out more about this role within the Aldenham Foundation. I am proud to be part of an organisation which has as its core purpose preparing young people to thrive in and give back to the world in which they live.

All of my experience, as a teacher first and then as a Head has led me to believe that a child flourishes and succeeds at school when they

are known and valued as an individual by the adults around them, and when they feel a sense of connection to students older and younger than them; in other words, they should feel part of a community. The education we offer is one in which high academic expectations go hand in hand with a desire to see the whole person grow and flourish in a strong community that is both supportive and appropriately challenging.

I hope that you will want to find out more about working within the Aldenham Foundation, and look forward to meeting you soon.

Mrs Alex Hems - Head of Foundation

## THE ALDENHAM FOUNDATION

The Aldenham Foundation has a shared governing body and is led by the Head of Foundation, the Leadership Group, and SLTs of the two individual schools.

Aldenham School educates around 680 boys and girls (11-18 yrs) together with the Aldenham Prep School, which educates around 150 boys and girls (3-11 yrs) on the Aldenham Campus.

The 20th Century and the new millennium have seen the developments continue and every challenge met. The size of the School has increased, the facilities have been updated, the academic timetable revised and extended and a wide range of activities added to the curriculum.



ALDENHAM

# School Aims and Ethos

## Our Aims

At Aldenham we educate young people so that they may flourish personally, in order to succeed academically and thereby contribute positively towards the world of their time. Our core values are expressed in the Aldenham Attributes (see below).

## Our Ethos

Our ethos is expressed in the Aldenham Model of Education, at the heart of which lies the development and wellbeing of every child. Our approach is one that creates Autonomy, Belonging, Competence and Purpose, all of which are essential for human thriving. Bringing these together drives the positive cycle of motivation and success, spurring each child on to succeed in ways that may look and feel different for everyone. Three areas of school life, academic, co-curricular and pastoral care interlock, providing our students with opportunities to learn, progress and excel. Drawing on the Foundation's boarding heritage, every student is known and enjoys recognition for their contribution to their community of peers and adults, who care about them as individuals.



## OUR ATTRIBUTES

The Aldenham Attributes describe our vision for the personal development of our students. We believe they encompass the characteristics that provide the framework for a successful experience at the School and equip them to meet the challenges of life when they leave us.

- **Aspiration**
- **Courage**
- **Independence**
- **Co-operation**
- **Curiosity**
- **Respect**





## BACKGROUND TO

# Aldenham School

Aldenham School was founded in 1597 and has remained on the same outstanding site ever since - surrounded by green fields, yet only 12 miles from Marble Arch. Aldenham has enjoyed a period of considerable growth over recent years and still retains a strong boarding ethos. Its reputation as an excellent environment for a high-quality all-round education owes much to its close knit and supportive community. Central to our educational aims is the fulfilment of every child's academic potential, but the building of confidence comes equally from participation in sport, music and drama and by meeting the challenge of living and working together within the disciplined community that is at the heart of Aldenham.

There are eight Houses constituting Aldenham Senior School: two co-ed Junior Houses for Years 7 and 8 which between them contain approximately 180 11-13 year old students, of whom up to 25 can be boarders; 2 senior (13-18) Day Houses, one for boys and the other for girls; a senior Boarding and Day house for girls; and 3 senior Boarding and Day Houses for boys. There are girls throughout the School making up around one third of the total number.

The School offers a wide variety of day and boarding options. The day students' programme operates from 8.30am until 5.30pm and staff are required to be on site throughout the school day. Boarders may either stay throughout the entire week as full boarders or can be flexi boarders. Flexi-boarding is an increasingly popular option. Around 180 students are either full boarders or flexi boarders. Boys and girls can move between these systems according to changes in family circumstances over their career in the School. It is interesting to note that a high proportion of the boarders live within a 20-mile radius.



The most recent full inspections of the School by ISI in November 2012 and December 2017 both produced exceptional outcomes with the highest grade of "excellent" being given in all categories. A full copy of the Inspection Report can be found on the School website.



Teaching loads are generous, with 51 out of 70 periods being the norm over two weeks, but colleagues are also required to contribute fully to the life of the School and to help with games, activities (4 lessons per week) and as tutors in the day and boarding houses. All teachers are also tutors, attached to one of the 8 houses and are responsible for delivering the tutorial programme, writing reports and overseeing the academic and pastoral welfare of their tutees. Drama, Music and the Duke of Edinburgh Scheme all thrive at Aldenham as well as “minor” sports such as sailing, fives and golf. The CCF is an active and well-resourced partnership with a local maintained School. The major boys’ sports are football, hockey and cricket which the School plays at a high level. The major sports for girls are hockey, netball and cricket. The School’s high profile in sport was emphasised by winning the - U15 ESFA Elite Schools Cup, U13 ISFA National Cup, U14, U15 & U18 Hertfordshire County Cup, U12 Plate County in 2023.

All students take a broad, but balanced curriculum up to GCSE of around 10 GCSE/iGCSE subjects in Year 11. The majority go on to the Sixth Form where a linear structure is used to enable most students to take three A-Levels, although some will be offered the chance

to take four. Beyond A-Level, the overwhelming majority go on to universities with a number taking gap years.

In recent years, there has been a major development and refurbishment programme. Most recently this has included the refurbishment of 10 science labs to a state-of-the art standard, and of the day and boarding house accommodation, which has been expanded and improved. The School’s buildings have undergone extensive renovation and refurbishment over recent years. The School’s newest building, The Wells Centre, includes a Sixth Form Centre as well as teaching areas for Psychology and Music. All teaching staff and students have their own Microsoft Surface device for use in and out of lessons. All teaching staff are expected to be accredited as Microsoft Educators within their first year at Aldenham. Significant ongoing investment and development of the ICT facilities allows extensive use of the Microsoft 365 environment for teaching, learning, management and administration. Computing, Dance, Design Technology (Graphics, Resistant Materials and Textiles), Drama, Government and Politics, Media Studies, Music Technology and Psychology all form part of a broad curriculum. A full-sized sports hall is at the centre of the games programme, which makes available an extremely wide variety of sports to boys and girls.

There are a number of regular school visits in the UK and abroad with many field trips, modern language visits to Europe, skiing, sports tours, as well as cultural visits to many parts of the world and expeditions to places far and wide.

Aldenham is traditionally a Christian foundation which now represents students, staff and families of all faiths and none. Students and staff are expected to be present at services once a week in the Chapel where the tenets of all faiths; kindness, tolerance and respect are reflected upon. A very wide range of racial and religious backgrounds are represented and welcomed within the School and a friendly and supportive atmosphere is our aim and our achievement within the school community.

# ICT Support Technician

**Hours:** Full Time

**Responsible to:** IT Service Team Manager

## **Job Purpose:**

To provide 1st line IT support for the Aldenham Foundation. Including hardware systems, software applications and all other computer-related configurations.

To ensure that the ICT systems in the school (Senior and Prep) operate efficiently and effectively to serve the staff, pupils and learning needs of the school.

## **Responsibilities**

### **Network**

- Support and maintain all aspects of the school's computer network;
- To work with the IT-Support team in resolving and troubleshooting technical and other ICT problems which might arise on our network, workstations, laptops, Macs, operating systems, curriculum software and all other related peripherals (including Audio Visual Equipment, Telecoms, Wireless and Printers);
- To provide technical support to both non-teaching and teaching staff (including Pupil support);
- To work on new projects beneficial to the School's IT environment;
- Keep abreast of the latest developments in technology;
- To undertake any other appropriate task to provide an effective and efficient IT technical support function to the school.

### **Hardware**

- Undertake all aspects of hardware deployment, installation, upgrading, repair and routine maintenance;
- Ensure that all hardware deployed within the organisation is properly tagged, secured and recorded;
- Maintain the Asset Register of the school's IT equipment and ensure that this record is reviewed and compared with the physical presence of IT assets on a regular basis.



### **Software**

- Undertake the installation, deployment, maintenance and update efficiently all software across the network;

### **Support and Service Levels**

- To provide high quality 'Customer Focused' technical support in all areas of the school's computing environment;

### **Experience**

- Experience working in an educational environment, supporting both teaching and non-teaching staff as well as students.
- Proven background in a customer-facing IT support role, demonstrating a professional and approachable manner when resolving queries.
- Hands-on experience using IT helpdesk or ticketing systems to log, track, and resolve technical issues efficiently.
- Demonstrated ability to communicate technical solutions clearly in writing, including the creation of user guides, FAQs, and step-by-step instructions.
- Comfortable dealing with a wide range of users, from staff to pupils, adapting communication style to suit the audience.
- Experience providing technical support in person, via email, and over the phone, ensuring high levels of customer satisfaction.
- Ability to work collaboratively within a team to resolve complex IT issues and contribute to ongoing IT projects.

You will commit to working outside school hours to meet deadlines or resolve unexpected problems, ensuring that installation schedules do not disrupt the smooth running of the school and that system integrity is restored as soon as possible after a major system failure. Additionally, IT support staff will be available for significant school functions outside normal working hours. This includes open days/open mornings, which you will be required to cover on a rota basis (scheduled in advance, by your manager). You should not be expected to do more than two events per year, unless you elect to do so.

BACKGROUND TO

# Aldenham School

The Aldenham Attributes of Aspiration; Co-operation; Courage; Curiosity, Independence and Respect are widely valued as encompassing the characteristics that provide our students with a successful experience at School and then equip them to meet the challenges when they leave us. Further details about Aldenham can be found on our website [www.aldenham.com](http://www.aldenham.com).





APPLICATION AND

# Recruitment Process

Aldenham School is committed to safeguarding, promoting British values, supporting the welfare of children and young people and the prevention of extremism and radicalisation and expects all staff and volunteers to share this commitment.

We act to ensure that no job applicant is treated unfairly by reason of a protected characteristic as defined within the Equalities Act 2010. Candidates with a disability who are invited to interview should inform the School of any necessary reasonable adjustments or arrangements to assist them in attending the interview.

Applications will be accepted by completion of an application form via My New Term on the vacancies page of our website [www.aldenham.com/other-information/job-opportunities/](http://www.aldenham.com/other-information/job-opportunities/). CVs alone will not be accepted.

Applicants will be required to undergo child protection screening, including reference checks with past employers and a Disclosure and Barring Service check.

Upon successful completion of the first application stage, we will formally invite you to attend an interview on site. You will then be informed of next steps should you qualify for the next stage.

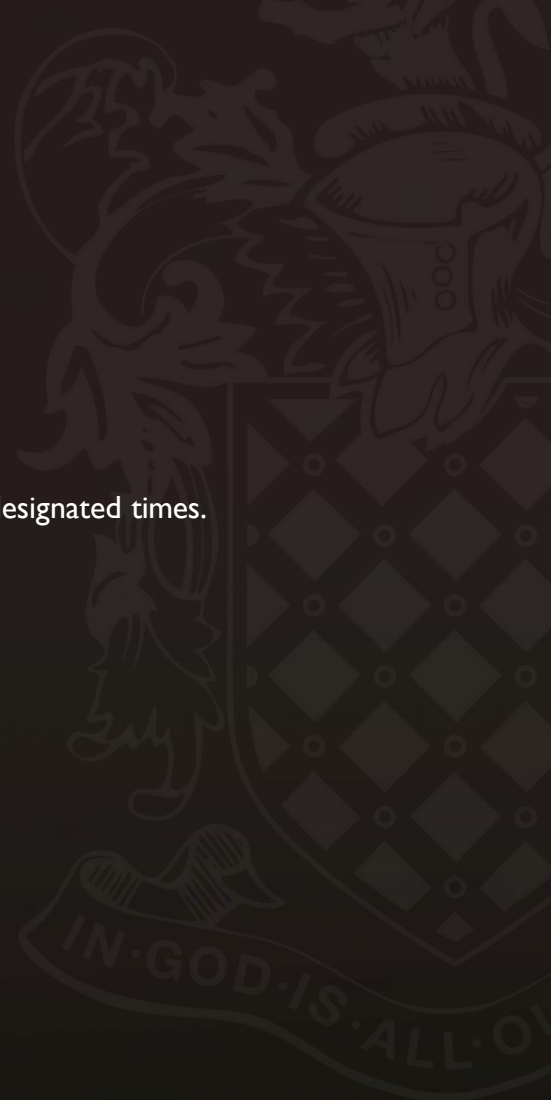
Applications will be reviewed upon receipt and interviews arranged accordingly; early applications are therefore encouraged. We reserve the right to withdraw the advertisement once a suitable candidate is found.

If you have any questions regarding the recruitment process, please do not hesitate to contact us at [vacancies@aldenham.com](mailto:vacancies@aldenham.com).



# THE Benefits

- Competitive pay.
- Free school meals during term time.
- Sports Centre – Staff have free access to the Sports Facilities at designated times.
- Eye Care – the Foundation contribute towards eye care costs.
- Cycle to work scheme.
- Free on-site parking.
- Investment in Training and Professional Development.
- Flu Vaccinations.
- Employee Assistance Programme.







# ALDENHAM

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## SCHOOL

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PART OF THE ALDENHAM FOUNDATION

