

JOB DESCRIPTION

Service Desk Technician



HARROW
SCHOOL

DEPARTMENT	ICT
REPORTS TO	IT Service Desk Manager
RESPONSIBLE FOR	N/A
WORKING PATTERN	40 hours per week, Monday to Friday 09:00 – 17:00 (your employment contract will give full details)
ISSUE/REVISION DATE	June 2025

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, uniting purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

The ICT network covers the whole School site: every teacher & boy has a mobile device; every teacher and many other staff have networked devices in their School accommodation (over a two-square-mile radius); support staff have a networked computer in their work areas.

The ICT Department is responsible for the development and maintenance of Harrow School's computer network, audio-visual and telephone facilities. There are over 1000 mobile devices, and 500 PCs, spread over 60 buildings. The appointment is based in the ICT Service Centre and reports to the Deputy Director of IT and, ultimately, the Director of IT.

THE ROLE

To provide efficient, professional and customer-friendly ICT client support services to the school community.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post holder develop. The School expects that the post holder will recognise this and will adopt a flexible approach to work. In addition, the post holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

Service Desk

- Provide friendly and efficient Service Desk Support, aiming to optimise the existing environment to the benefit of the School;
- Assist in the operation of the ICT Service Desk, accurately recording user requests in the service desk system;
- Prioritise, diagnose and resolve day-to-day problems relating to computer equipment and software in a timely manner;
- Administer network user accounts;
- Provide first-level support for networking and application issues, escalating complex problems as appropriate;

Equipment

- Unpack, configure and rollout new ICT equipment (software and hardware) as needed.
- Dispatch faulty equipment to suppliers for repair; follow up these items to determine their status and track in the online database;
- Record the deployment of new user hardware in the IT Departments Asset Register
- Install, administer and support School printers and networked photocopiers.
- Install, administer and support fixed and mobile telephony
- Install, configure and support Classroom audio-visual equipment and requests (data projectors, screens, smartboards, media recording, conference room equipment and communications devices);

General Support

- Provide 1st and 2nd line support.
- Assist in the documentation of the End User Knowledge Base
- Work with other member of the IT Service desk in the documentation of IT systems, fixes and 'known issues'
- Maintain a safe and clean working environment.
- Liaise with suppliers and external support services.
- Participate in specific special projects as required.
- Perform any other duties as are reasonably requested by the Director of ICT and the Service Desk Manager.
- Participate in regular team meetings and provide feedback.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team.

PERSON SPECIFICATION – ICT Technician

All staff are expected to conduct themselves in line with the school's values which are: **Courage, Honour, Humility** and **Fellowship**. Post holders/candidates will be expected to demonstrate the following:

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- An understanding of ICT in an organizational environment, through study or experience
- Experience within a busy and comparable IT support role

DESIRABLE

- Formal qualifications or certifications, such as ITIL Foundation, CompTIA, MCSE or equivalent.
- Driving licence

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

Excellent and proven knowledge of:

- Desktop and mobile device hardware.
- Classroom AV equipment.
- Windows 10 and 11.
- Demonstratable troubleshooting skills

Good demonstrable working knowledge of:

- Windows Active Directory users and computers.
- Microsoft Office 365 or similar cloud technologies.
- Local area networks to locate, identify and resolve user problems.
- Imaging software, for distributing client images and software packages.
- Maintaining and supporting a large fleet of server-based printers.

DESIRABLE

- Experience working with Active Directory GPO's
- Experience working SCCM and Intune to deploy devices and manage applications.
- Managing, upgrading and administering Wi-Fi systems.
- Working with MacOS, iOS and PadOS.
- Working IP based telephony systems.
- Process improvement skills.

SKILLS AND ABILITIES

ESSENTIAL

- Ability to build good relationships with users.
- Skilled at providing excellent levels of customer care.
- Methodical, organised and thorough administration skills.
- Proven incident/problem identification skills, with ability to resolve effectively.
- Ability to maintain a high degree of accuracy and attention to detail.
- Ability to prioritise and plan work to ensure that deadlines are achieved, and the demands of urgent ad-hoc work are accommodated.

PERSONAL ATTRIBUTES

- Flexible approach to work, with a can-do attitude.
- A confident and positive communicator who can adapt their approach to suit all levels of staff.
- A friendly, supportive team worker who can build trust and positive relationships.
- A willingness to continually learn and enhance own skills - someone who is willing to find the answer.
- Emotional resilience.
- Resonance with the School's ethos.

OTHER REQUIREMENTS

- Occasional weekend work on an on-call basis
- Some heavy lifting, roughly 25-30 kg
- Occasional working from height