



pipers corner SCHOOLS

An independent day school for girls aged 4-18

Recruitment Pack

IT Support Analyst





The School

Pipers Corner is a Girls' School Association (GSA) and Heads' Conference Association (HMC) Independent School for girls aged 4-18. Set in 96 acres of beautiful Chiltern countryside, the School is four miles north of High Wycombe and two miles from Great Missenden. In its most recent ISI inspection (March 2023) the school was graded as "excellent" in all categories.

Founded in 1930, the school was established on its current site in 1945. The school now comprises of approximately 600 students and employs more than 170 staff. Demand for a place at Pipers has increased in recent years, and we remain full.

Our site has incredible facilities to inspire the next generation, we have a 280 seat theatre, fully equipped for our student technical team, with plenty of performances for our aspiring performers. Our Pipers Radio studio broadcasts live every lunchtime.

Sporting facilities include the swimming pool, fitness suite, astro pitch and gymnasium. Forest school is conducted in our on-site woodland, and to encourage environmental awareness we have two outdoor eco-classrooms with wind turbines and water butts. Students of all ages benefit from outdoor lessons in our wildflower meadow.





Welcome from the Head

At Pipers, there is no such thing as a typical 'Pipers' girl. All members of staff support the students to fulfil their academic and personal potential, enabling them to emerge as mature, confident and independent young adults. Investment in talented and inspirational teaching staff and professional support staff is at the heart of our success, and our recent academic results and overall performance bear testament to this.

Every member of the Pipers community, both academic and support staff, play a vital role in maintaining the excellent standard of education we provide. Underpinning everything that we do is a team of enthusiastic and determined staff, with a willingness to think outside of the box.

Personal development is always encouraged and supported, and well-being is at the forefront for staff as much as students.

I am incredibly proud of the Pipers community and it is a privilege to work alongside such talented staff and positive students.

A handwritten signature in blue ink that reads "Helen Ness-Gifford".

Mrs Helen Ness-Gifford





Why work at Pipers?

We have a strong community and pride ourselves on being a warm and supportive workplace. Visitors to the school often comment on the positive atmosphere. Benefits for teaching and support staff include:

- Competitive salaries and excellent pension schemes
- Annual professional review and commitment to CPD for all
- On-site car parking and the possibility of on-site single accommodation
- Free lunch provided in term time, with numerous hot and cold options
- Staffroom with free tea, coffee and fruit
- Use of the fitness suite and swimming pool
- Staff clubs such as yoga, running and football
- Cycle to work scheme
- Access to a counselling service

The school is less than an hour from Central London and has excellent rail links and motorway connections. It is four miles north from High Wycombe, which has a large shopping centre, two multiplex cinemas, a sports centre and several out of town shopping areas.





Testimonials

"The students at Pipers Corner understand the importance of their own, and each other's development, making the classroom culture supportive and nurturing. But what makes Pipers special to work in is that they appreciate this environment, as well as the staff, allowing them to grow as individuals and make progress."

"Since joining Pipers I have been impressed by the strong sense of community between colleagues and the amount of trust and support shown by the parents."

"Pipers Corner School is a great place to work. It has encouraged me to push myself to be the best teacher I can be, allowing me to experiment with my teaching style and get to know pupils in a fun and engaging way. The School has excellent facilities and is focused on helping students reach their highest potential."

"Pipers has a warm working environment, with friendly staff who will do all they can to support your development and positive spirit."

"I enjoy working at Pipers because of the great relationship between staff and students. Lessons have a fun but productive atmosphere and classes of all ages are keen to learn."



Job Advert

IT Support Analyst

Full-time | 37.5 hours per week
Required ASAP

We are looking for an IT Support Analyst who will be responsible for providing advanced technical support and ensuring the efficient operation of the School's IT systems.

This role involves troubleshooting complex issues, leading support initiatives, and enhancing the overall IT service delivery to staff (Academic and Professional Services) and students.

To apply for this post, please complete the application form via MyNewTerm. Please note that the application form must be completed in full. It is not sufficient to substitute a C.V. for all or any part of the form. You are welcome to email the school via hr@piperscorner.co.uk to ask for clarification of any matters in this booklet or if you have queries on how to complete the application form.

Send completed application via MyNewTerm addressed to: Mrs Helen Ness-Gifford, Headmistress.

Closing date | Sunday 12 April 2026
Interview date | Tbc

Suitable candidates may be interviewed before the closing date and Pipers Corner School reserves the right to withdraw the position if an early appointment is made.

Pipers Corner School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced DBS check.

Registered Charity No. 310635



<p>Job Title</p> <p>IT Support Analyst</p>	<p>Salary</p> <p>£25,000-£35,000 depending on professional qualifications and experience</p>	<p>Working hours</p> <p>Full-time 30 days' annual leave</p>
<p>Line managing (direct)</p> <p>N/A</p>	<p>Reporting to</p> <p>IT Manager</p>	
<p>The Role</p> <p>The primary function of the IT Support Analyst is to provide day to day support, help and guidance to all staff and students within Pipers Corner School. This will also occasionally include parents of our students. This support will always take a priority over other tasks and includes all relevant administration in providing said support, e.g. updating tickets, databases, purchasing systems etc.</p> <p>The role should ensure Data Protection compliance, network security, Cyber security and the seamless integration of the digital tools used in the educational environment.</p>		
<p>Responsible for</p> <p>Maintaining a stable and secure IT environment, contributing to the overall goals highlighted in the School's Development Plan.</p>		



Specific Responsibilities

Principal

Network and Infrastructure Management

- Provide day to day technical support for hardware, software, and network-related issues.
- Diagnose and resolve complex technical problems promptly, minimizing disruption to the educational process.
- Maintain detailed records of support requests, solutions, and follow-up actions.
- Monitor the Cyber Security platform and identify any issues that arise.
- Lead the management of user accounts, permissions, and access controls in accordance with school policies, using Active Directory, Azure, M365 and Google Admin.

Technical Support and Troubleshooting

- Software support - Troubleshooting of all software used by both Academic and Professional Services teams, including but not limited to the Management Information System (MIS) iSAMS and the Microsoft 365/Google Workspace suites.
- Respond to IT incidents, ensuring timely resolution and effective communication with stakeholders.
- Ensure Service Desk Tickets are dealt with in a timely manner.
- Conduct root cause analysis of recurring issues and implement preventive measures.
- Provide AV and technical setup and support for school assemblies, performances, and parents' evenings.
- Provide occasional out of hours support as required.

Hardware and Software Maintenance

- Manage the installation, configuration, and maintenance of computer hardware and software.
- Ensure all school devices, including desktops, laptops, tablets, and interactive whiteboards, are functional and up-to-date.
- Be aware of software licenses and advise on compliance with relevant regulations and policies.
- As part of the wider team, manage and maintain the School's CMDB, ensuring it is up to date at all times.
- Evaluate and recommend new hardware, software, and services as requested by the IT Manager, particularly as part of the school's refresh program.



Security and Data Protection

- Assist in the implementation of and maintain cybersecurity measures to protect the School's data and IT assets.
- Ensure compliance with data protection regulations, including GDPR.
- Assist with regular security audits and risk assessments.
- Highlighting where firmware and security patches need to be applied and as a part of the wider IT team ensure all firmware and security patches are run regularly.

Training and Development

- Provide training and support to Academic staff, Professional Services staff and students on the use of IT systems and software.
- As part of the wider IT team, develop and update user guides and documentation.
- Stay current with emerging technologies and recommend improvements to the School's IT infrastructure.
- Assist in the development of user manuals, FAQs, and other support documentation to enhance user self-service capabilities.
- Conduct workshops and training sessions as required.

Staff Onboarding and Offboarding

- Manage new staff setup including creation of accounts and provision of any IT based hardware required.
- Carry out induction training for new staff.
- Liaise with HR regarding staff that are leaving, ensuring their accounts are disabled and all equipment is returned at the correct time.

IT Service Management

- Contribute to the development and improvement of IT service management processes, including incident, problem, and change management.
- Monitor service desk performance metrics and suggest strategies to improve service delivery.



Project Management

- Participate in or lead IT projects, providing input and support to ensure successful implementation as required.
- Ensure project deliverables meet quality standards and align with the School's IT strategy.

Event support

- Provide AV and technical setup for school assemblies, performances, and parents' evenings.

Continuous Improvement

- Stay current with emerging technologies and best practices in IT support and service management.
- Identify opportunities for process improvements and implement changes to enhance the efficiency and effectiveness of IT support.
- Foster a culture of continuous learning and professional development within the IT team.

General

- Promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact.



Additional	<p>Personal Attributes</p> <ul style="list-style-type: none"> • Strong organisational skills and attention to detail. • Outstanding communication skills and an ability to deal with all levels of the organisation including the ability to translate technical language into user requirements at all levels, from young students to senior staff. • Ability to stay focused and manage own time efficiently and effectively. • Ability to prioritize tasks. • Commitment to continuous learning and professional development. • A proactive and innovative approach to work. • Strong ethical standards and integrity. • A very strong commitment to Health and Safety for themselves, the IT Team as a whole and the wider school community.
<p><i>March 2026</i></p> <p><i>This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties</i></p>	

<p>Person Specification</p> <p>Essential At least three years in a technical support role, experienced in Windows architecture, M365, Active Directory, Google and with a good understanding of Cyber Security. Excellent communication skills, highly organised, proactive and patient.</p> <p>Desirable Experience working in an educational environment; knowledge of Mac, IOS, Android, IFP, Azure, SCCM, InTune; ability to lead training sessions, good networking knowledge of both switches and Wifi and a healthy interest in Educational Technology trends.</p> <p>Knowledge of specific Educational systems would be a bonus – iSAMs, SOCs, Classroom Cloud, Adobe, BenQ and Smoothwall.</p>
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