



MARLBOROUGH COLLEGE

Job Description

POSITION:	Helpdesk and Systems Engineer
DEPARTMENT:	IT
REPORTING TO:	Director of IT
SALARY:	Competitive based on experience, with benefits including 25 days holiday, pension (defined contribution scheme) and staff discounts.
HOURS OF WORK:	<p>This is a full-time post, 37.5 hours per week, on-site. Flexibility is required from everyone in the team to provide the cover required during term-time and school holidays as summarised below:</p> <p>Term time: (32 weeks per year) 8.00am to 6.00pm (Monday to Friday) 8.00am to 3.00pm (Saturdays). <i>Approximately 6-7 during the academic year.</i> School holidays: 9.00am to 5.00pm (Monday to Friday)</p>

The College:

Founded in 1843, Marlborough College is the UK's largest co-educational full boarding school, educating just over 1,000 pupils, aged 13 to 18 years, from the UK and overseas. Whilst we are proud of our Anglican heritage, ours is an inclusive ethos, welcoming pupils of all faiths and none. We have six girls' houses, six boys' houses and four mixed houses of 13- to 16-year-old boys with Sixth Form girls and boys. The pastoral care delivered through our 16 boarding houses is unrivalled, ensuring each child is known and cared for individually. The Futures Department exists to make sure that further education and careers after College are fully explored and carefully planned.

Pupils form friendships for life and develop the social and leadership skills needed to flourish as adults. They are encouraged to be outward facing and to aspire to change things for the better; ultimately, we would like to be judged by the contributions made by past, present and future Marlburians to the health of wider society throughout the course of their lives.

It is testament to our outstanding academic education and world-class co-curricular activities that our pupils are invariably ambitious, aspirational and high achieving. More than 80% gain places at Russell Group universities or Oxbridge, our sports teams regularly reach the latter stages of national competitions, our Symphony Orchestra plays in partnership with the Sinfonia Smith Square and our artists exhibit in the Mount House Gallery.

Located in beautiful Wiltshire, in one of the most attractive market towns in the country, the College benefits from a 286-acre site, stunning period buildings including a Gothic Revival chapel and the neoclassical Memorial Hall, (which is also a world-class concert hall), and university-quality sporting facilities. The campus is centred around the magical Marlborough Mound, a 4,000-year-old Neolithic mound, reputedly the burial place of Merlin. The College enjoys the advantages of being within easy reach of Heathrow, London and, indeed, many other parts of the country.

Further details about Marlborough College can be found online at www.marlboroughcollege.org.

Marlborough College Mission

To deliver the best independent, co-educational, full boarding education in the UK and to be recognised for this globally.

Key Purpose of the Role

The Helpdesk and Systems Engineer is responsible to the Director of IT. This role focuses on the College's transition to cloud infrastructure. The engineer supports applications, maintains security, and leads projects to modernise systems, including virtual infrastructure, CCTV, and MDM platforms.

Key Responsibilities

- **Customer Service and Service Excellence:**
 - be a proactive and leading member of the helpdesk, delivering and exceeding expectations on the defined service excellence framework
 - attaining excellent feedback from staff surveys and maintaining timely support in line with SLAs
- **IT Training and User Education:**
 - develop and deliver IT training sessions for staff on key systems, security best practices, and software applications
 - create user-friendly guides, FAQs, and video tutorials to help non-technical staff navigate IT systems effectively
 - organise cybersecurity awareness training to prevent phishing, social engineering, and common cyber threats
 - provide one-to-one coaching for users who require additional IT guidance
- **Collaboration and Communication:**
 - work closely with non-technical departments, ensuring IT support is tailored to their specific needs
 - clearly document technical solutions and standard operating procedures (SOPs) for future reference
 - support cross-departmental projects as necessary
- **Network and Infrastructure Management:**
 - configure and manage the core IT network, including servers, cloud solutions, and internet connectivity to ensure maximum uptime, resilience, and speed to vendor and industry best practices

- **Cybersecurity:**
 - manage a robust cybersecurity framework
 - ensure the College's systems are maintained and managed to meet NCSC best practices
 - monitor for and mitigate threats, ensuring compliance with data protection standards and best practices
- **System Architecture:**
 - working with the Director of IT and the College's trusted partners, design and implement IT architecture and roadmaps that align with both current and future needs of the College
- **Backup and Disaster Recovery:**
 - develop and maintain robust best practice backup and disaster recovery plans, ensuring that all critical systems and data are backed up and recovery processes are tested and validated regularly
- **Server and Cloud Management:**
 - manage on-premises and cloud environments and ensure optimal performance, security, and scalability
- **Hardware and Software Oversight:**
 - maintain hardware and software deployments, updates, and lifecycle management, including PCs, network equipment, and telephony systems
- **Asset and Licensing Management:**
 - maintain a central database of hardware and software assets, track license renewals, and ensure compliance with software licensing requirements
- **IT Induction:**
 - set up new user accounts, devices, and permissions for onboarding staff and pupils
 - deliver IT inductions for new staff and pupils, ensuring they understand essential systems and security protocols
- **User Account Administration:**
 - create, modify, and deactivate user accounts in Active Directory (AD), Microsoft 365, Google Workspace, or other identity platforms
 - manage role-based access control (RBAC), ensuring users have the correct permissions for their job functions
 - enforce multi-factor authentication (MFA) and password security policies
 - regularly audit user accounts to identify inactive or unauthorised users

Technical Strategy

- **IT Strategy Projects:**
 - execute projects aligned with the College's technical roadmap and strategic IT plan, utilising the latest technologies to support and enhance the College's operational and educational objectives

- **Emerging Technologies:**
 - keep abreast of developments in IT to identify and recommend suitable new technologies, systems, or processes that enhance the College's technical capabilities
- **Change Management:**
 - follow and abide by the College's change management processes for IT systems, ensuring that updates, upgrades, and migrations are meticulously planned and documented.

Line Management

- provide technical leadership and guidance to the IT Support Specialist, ensuring they have the resources, tools, and support needed to perform their duties effectively
- oversee the day-to-day technical activities of the IT Support Specialist, including task prioritisation, issue escalation, and adherence to technical standards and best practices
- act as a mentor, offering advice and support to develop the technical skills and capabilities of the IT Support Specialist
- conduct regular one-on-one technical check-ins with IT Support Specialist to discuss progress, challenges, and skill development opportunities
- collaborate with the Director of IT to assess team performance and provide input into appraisals and training needs
- escalate non-technical concerns or team welfare issues to the Director of IT

Note: Leave and sick leave requests, as well as broader People and Culture matters, will be managed directly by the Director of IT or the People and Culture team.

Additional Duties

- undertake additional duties as and when required by Director of IT

Person Specification

	Essential	Desirable
Education and qualifications		
<ul style="list-style-type: none"> Bachelor's degree in information technology, computer science or information systems (ore relevant industry experience) 		✓
<ul style="list-style-type: none"> Qualifications in CCNP, CCNA, MSCE or CompTIA Network+ 		✓
Knowledge and Experience		
<ul style="list-style-type: none"> Proven experience managing enterprise-level cloud platforms (e.g., Microsoft Azure, Microsoft 365) Extensive experience in network management, including wired and wireless infrastructure 	✓	
<ul style="list-style-type: none"> Experience of working in a regulated school environment 		✓
<ul style="list-style-type: none"> Previous experience with Cisco switches and routers 		✓
<ul style="list-style-type: none"> Proven network engineering, network operations, and network performance analysis skills 	✓	
<ul style="list-style-type: none"> Experience of designing, implementing, and configuring system networks, virtual Machines (HyperV or VMWare), wireless infrastructure, DHCP, DNS, Active Directory, VoIP Technology, Cisco, phone system and other network services 	✓	
<ul style="list-style-type: none"> Strong understanding of network security principles, VPNs, firewall and switch configurations Experience with Microsoft Intune and Mobile Device Management (MDM) platforms 	✓	
Skills and Abilities		
<ul style="list-style-type: none"> Strong management and people development skills 	✓	
<ul style="list-style-type: none"> Understanding of ITIL practices 	✓	
<ul style="list-style-type: none"> Demonstrates a commitment to safeguarding and ensuring the welfare and wellbeing of all pupils in the College 	✓	
<ul style="list-style-type: none"> Excellent verbal and written communications skills 	✓	
<ul style="list-style-type: none"> Approachable and confident demeanour 	✓	
<ul style="list-style-type: none"> Positive and proactive approach with the confidence to support new initiatives 	✓	
<ul style="list-style-type: none"> Flexibility to adjust to change and development 	✓	
<ul style="list-style-type: none"> The ability to work as part of a team, building strong working relationships with all colleagues including senior management 	✓	
<ul style="list-style-type: none"> The ability to organise, work independently and problem solve 	✓	
<ul style="list-style-type: none"> The ability to manage internal and external projects from inception to completion 	✓	
<ul style="list-style-type: none"> The ability to handle confidential information with complete discretion 	✓	

<ul style="list-style-type: none"> • Self-motivated and capable of working with minimum direction 	✓	
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General Responsibilities

Policies and Procedures

The postholder is required to familiarise themselves with all College policies and procedures and to comply with these at all times, including ensuring that their own job role procedures are regularly kept up to date.

Safeguarding Statement (Updated March 2024)

Marlborough College is committed to safeguarding and promoting the welfare of children and young people. The College expects all staff and volunteers to share this commitment and staff must adhere to and ensure compliance with the College's Safeguarding and Child Protection Policy and Procedures at all times.

In line with Keeping Children Safe in Education legislation and safer recruitment practices, the College will conduct an online search of all shortlisted candidates. The online search is part of our safeguarding checks and will check publicly available information on candidates' suitability to work with children. Shortlisted candidates will be provided with further guidance and will be asked to clarify their online presence.

The College applies for an Enhanced Disclosure from the Disclosure and Barring Service (**DBS**) for all positions at the College which amount to regulated activity with children. The role you have applied for meets the legal definition of regulated activity with children. If you are successful in your application, you will be required to complete a DBS Disclosure Online Application Form. Employment with the College is conditional upon the College being satisfied with the result of the Enhanced DBS Disclosure. Any criminal records information that is disclosed to the College will be handled in accordance with any guidance and / or code of practice published by the DBS.

The College will also carry out a check of the Children's Barred List. Please be aware that it is unlawful for the College to employ anyone to work with children if they are barred from doing so, and it is a criminal offence for a person to apply to work with children if they are barred from doing so.

The role you have applied for is also exempt from the Rehabilitation of Offenders Act 1974 and the College is therefore permitted to ask you to declare all convictions and cautions (including those which would normally be considered "spent") in order to assess your suitability to work with children. However, you do not have to disclose a caution or conviction for an offence committed in the United Kingdom if it has been filtered in accordance with the DBS filtering rules.

Having a criminal record will not necessarily prevent you from taking up employment with the College. Instead, the College will assess each case on its merits and with reference to the College's objective assessment procedure set out in the College's Recruitment, Selection and Disclosure Policy and Procedure.

The successful applicant must be willing to undergo child protection screening appropriate to the post and cannot start in post until all pre-employment checks have been completed satisfactorily.

We particularly welcome applications from underrepresented groups including ethnicity, gender, transgender, age, disability, sexual orientation, or religion.

The College is an educational charity and equal opportunities employer.

Confidentiality and Data Protection

The postholder must maintain the confidentiality of information about pupils, staff and any other personal information and meet the requirements of the Data Protection Act and GDPR.

Health and Safety

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment.

All staff are responsible for considering the health and safety of themselves and others as an integral part of their job and are expected to comply with the College's Health and Safety policy.

Mandatory Training

All staff are expected to complete the following mandatory training prior to their employment start date:

- Child Protection in Education (11 to 18 years)
- Health and Safety in Education: Staff Awareness
- Fire Safety in Education
- A Guide to UK Data Protection: Education
- Equality and Diversity
- Working with Display Screen Equipment
- Moving and Handling
- Online Safety Training

Staff will be required to attend mandatory training during their employment with the College, in order to maintain a healthy and safe working environment.

Job Description

This job description outlines the purpose and key tasks required to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties/specific tasks may be varied from time to time, without changing the general character of the job or the level of responsibility entailed. This will allow flexibility for the College to respond to changing priorities and also support and enhance individual professional development. It is the practice of the College to examine job descriptions periodically, update them and ensure that they relate to the job performed, or incorporate any proposed changes. This procedure will be conducted by the Line Manager in consultation with the post holder.

Signed: **Date:**

Print Name: