FARLEIGH

IT Technician

Candidate Information Pack

Full-time, all year round

Starting - As soon as possible

Head's Welcome

Welcome from Fr Simon Everson, Headmaster

Thank you very much for your interest in the position of IT Technician at Farleigh School.

Farleigh is an exceptional school of which we are very proud, with over 425 boys and girls, aged 3 to 13. It is a wonderful environment in which to work, with each and every member of staff playing their part in ensuring we have happy and energetic pupils. It is a magical place to be.

We have great colleagues and we are aspirational in seeking the very best for the young people in our care across the whole spectrum of school life. We enjoy their company and prepare them for an exciting future, encouraging them to be engaging, warm and thoughtful in the years to come. We are also extremely fortunate to have an incredibly loyal parent body who support and encourage us in so many ways.

I hope that you enjoy finding out a little bit more about the role of IT Technician.

If you would like an informal discussion about the position, please call Deborah Jones, the HR Manager, on 01264 710766.

About Farleigh

Farleigh School is a highly successful and vibrant co-educational prep school for boarders and day pupils, aged 3 to 13, based in the beautiful Test Valley of Hampshire and set in 70 acres of open parkland and landscaped woodland. We are just off the A303, close to Andover, Stockbridge, Salisbury and Winchester.

A leading Catholic school which welcomes all faiths, or none, Farleigh combines excellent teaching, modern facilities and countless opportunities for children to grow in confidence and discover their talents.

Farleigh is committed to providing the very highest standard of teaching and pastoral care to ensure that every child is well looked after, happy and fulfilled. The school is aspirational in seeking the very best for the young people in its care and pupils go on to a wide range of leading senior schools.

At Farleigh, we pride ourselves on our team of skilled and dedicated staff. Each member plays a vital role in the running of the school and in creating a warm, friendly atmosphere for pupils and parents.

Farleigh School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment will be subject to the relevant safeguarding and background checks, including an enhanced DBS check and references.

Our Location & Surrounding Area

Farleigh School
Red Rice
Andover
Hampshire
SP11 7PW

www.farleighschool.com

IT Technician

Farleigh School is seeking to appoint an experienced and forward-thinking IT Technician who will play a central role in maintaining, developing, and enhancing the school's IT environment. Working closely with the IT Manager and the Head of IT & Computing, the successful candidate will provide high-quality support to staff and pupils while contributing to system development and the continual improvement of the school's digital infrastructure.

The ideal candidate will:
- Bring a strong, demonstrable understanding of computer hardware, software, networks, and modern IT systems through previous hands-on experience
- Show commitment to ongoing professional development and emerging technologies
- Demonstrate excellent problem-solving skills and remain effective under pressure
- Possess strong planning and organisational skills with a flexible, proactive approach
- Communicate clearly and confidently with staff, pupils, and external partners
- Work successfully both independently and as part of a team
- Be self-motivated, able to prioritise effectively, and take initiative to improve systems and processes

We are seeking an individual to work full-time all year round:
- Monday - Friday 8.30am - 5.00pm

Some flexibility is available for the right candidate. Due to the nature of the position and the needs of the school, this role must remain school based, rather than hybrid or remote.

Job Description: IT Technician

Responsible to: IT Manager & Head of IT & Computing

Particular Tasks & Responsibilities:

Technical Support & Service Delivery

- Respond promptly and professionally to support requests.
- Diagnose and troubleshoot hardware, software, and connectivity issues across a wide range of devices and platforms.
- Escalate complex or specialist tasks to the IT Manager or third party providers when appropriate, ensuring clear communication and follow up.
- Provide support for devices running Windows (client and server), macOS, and iPadOS.
- Support the effective use of classroom technology, including Promethean displays, projectors, and other AV equipment used for teaching and school events.
- Work under the direction of the Head of IT & Computing to support the use of technology in teaching and learning, assisting with the setup, preparation and maintenance of resources and equipment required across curriculum areas.

Device Deployment & Asset Management

- Oversee new device deployments, including rollout, configuration, and ongoing maintenance of the school's devices, including iPads, Macs, and PCs.
- Support device enrolment, compliance, configuration and updates through Jamf School and Microsoft Intune.
- Support the management of Apple School Manager, Automated Device Enrolment (ADE) and app deployment.
- Asset tag and record new equipment, keeping the asset database accurate and up to date.
- Ensure new and existing equipment is PAT tested in line with school procedures.

Systems Administration

- Create, manage, and maintain user accounts across multiple systems, ensuring correct access permissions and adherence to security best practice.
- Administer Microsoft 365 services, including user provisioning, access management, security controls and supporting core cloud applications.
- Monitor and report on backup processes, flagging any anomalies to the IT Manager.
- Maintain clear documentation of systems, procedures, and configurations.

Cyber Security & Safeguarding Support

- Support cyber-security practices including patching, security monitoring, MFA support, password management and ensuring good digital hygiene across the school.
- Assist with reviewing alerts from web filtering, firewall and safeguarding monitoring tools, escalating concerns to the DSL or relevant leads.
- Support the implementation of security policies and contribute to improving the school's overall security posture.

Process & Continuous Improvement

- Follow departmental processes and support their refinement, contributing ideas to strengthen efficiency, consistency, and service quality.
- Identify areas for improvement and proactively suggest solutions to technical or operational challenges.
- Maintain the IT storeroom, ensuring consumables and spare devices are organised and replenished.

Collaboration & Departmental Support

- Work effectively with external suppliers and service providers to support the school's IT operations.
- Deputise for the IT Manager when required, maintaining continuity of service and ensuring the smooth running of systems and workflows.
- Attend weekly planning meetings with the IT Manager to review progress and set goals

Infrastructure, Network & Systems Projects

- Support the IT Manager with tasks including:
- Installation, maintenance, and troubleshooting of wireless access points and network switches.
- Management of on premise servers (Hyper-V and associated storage).
- Configuration, management, and ongoing maintenance of the FortiGate firewall and web filtering systems.
- Administration and deployment of the school's telephone system.
- Contributing to departmental budgeting by monitoring spend and assisting with future planning.

Salary, Benefits & Application Process

The successful candidate will receive a remuneration package which includes:

- A competitive salary based on the skills, experience and qualifications at time of appointment
- 28 days annual leave entitlement, plus Bank Holidays
- Membership of the school's pension, life assurance and income protection schemes
- Access to Employee Assistance Programme with retail discounts
- Free school meals during working hours in term time
- Free car parking
- Supportive colleagues and an outstanding working environment
- A beautiful setting in which to work
- Opportunities to be involved in the wider school community
- Training and development opportunities

To apply for the role of IT Technician, please complete the support staff application form and return to Deborah Jones, the HR Manager at hr@farleighschool.com. Applications will be accepted until the position is filled, therefore early application is encouraged. **Farleigh School reserves the right to appoint at any time in the recruitment process.**

Safeguarding:

Farleigh School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful applicant must be willing to undergo appropriate Child Protection Screening, including references from past employers, an enhanced DBS disclosure and an online search in line with safer recruitment.

Equal Opportunities:

Farleigh School is a co-educational organisation that believes strongly in equal opportunity for all.