



OUNDLLE

School

Job Title: End User Computing Support Lead

Background to Post

Oundle School was established in 1556 and is one of the country's leading co-educational boarding and day schools. The School has 860 boarding and 260-day pupils, with a further 250-day pupils aged 4 – 11 attending Laxton Junior School. The School has a turnover in the region of £40m and a staff of approximately 800. The School prides itself on being associated with the best in modern independent school education. This would not be possible without the invaluable contribution made by the dedication, hard work and professionalism of the support staff functions. The School is supported by several operational departments, headed by the Bursar; these include Finance, Estates, Catering, Operations, IT, Marketing, Fundraising etc. The School is a fast-paced, responsive environment that attracts highly competent professionals who demonstrate empathy, resilience adaptability.

The IT Department is fundamental to the strategic development of the School and to the tuition of pupils. It is also central to the administration and organisation of the School.

Department:	Bursarial (IT)
Responsible to:	IT Service Manager (Transformation)
Responsible for (staff):	No Direct Reports
SFIA Level:	3 / 4
SFIA Skills:	Configuration Management; Incident & Problem Management, Systems Installation & Removal; IT Infrastructure.

Role Purpose

The role of End User Computing (EUC) Support Lead plays an integral part in helping the School and the IT Services team deliver IT hardware and software for the School across different functional and technical areas.

The EUC Support Lead will be responsible for managing the design, installation, upgrade, operation, control, maintenance and effective use of device management and administration tasks. The role will lead on the delivery of end user computing services, ensuring that agreed service levels, security requirements and other quality standards are met. The role will own and manage the Azure Intune Policies and drive software configuration and deployment activities, alongside the build process of the hardware estate.

Key Duties and Responsibilities

Configuration Management

- Applies tools, techniques, and processes to track, log and correct information related to configuration items.
- Performs audits to check the accuracy of the information and undertakes any necessary corrective action under direction.
- Reports on the status of configuration management. Identifies problems and issues and recommend corrective actions.
- Proposes and agrees the adoption of appropriate tools, techniques, and processes (including automation) for configuration management.

Incident & Problem Management

- Provides first line investigation and gathers information to enable incident resolution and allocate incidents.
- Investigates problems in systems, processes, and services.
- Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents.
- Analyses causes of incidents, and informs service owners to minimise probability of recurrence, and contributes to service improvement.

Systems Installation & Removal

- Undertakes or supervises complex installations and de-installations of systems or components, including, where appropriate, hand-over to the client. Ensures adherence to established safety and quality procedures. This may include, as appropriate, the disposal of decommissioned hardware in an environmentally secure manner and following standards for electrical work such as safe disconnection.
- Provides assistance to users in a professional manner following agreed procedures for further help or escalation of request. Maintains accurate records of user requests, contact details and outcome. Provides feedback to users.
- Helps to resolve problems (e.g. poor performance) and faults (e.g. system failure) occurring in the operation of hardware and software - especially those requiring greater installation expertise.
- Ensures that appropriate performance analysis equipment and diagnostic tools are used to test the hardware and/or software affected. Quantifies and qualifies changes made. Corrects malfunctions, calling on other experienced colleagues and external resources if required, and initiates action to ensure best use is made of available network assets.
- Develops procedures and standards for installation and handover to maintain and improve the installation service. Ensures adherence to established safety and quality procedures.

- Plays a leading role in scheduling installation/decommissioning work, liaising with all concerned to ensure that installation priorities are met and disruption to the organisation is minimised.

IT Infrastructure

- Provisions installs, configures and maintains infrastructure services and components.
- Provides technical expertise to enable the delivery of end user computing services, ensuring that agreed service levels, security requirements and other quality standards are met. Ensures adherence to relevant policies and procedures.
- Monitors the performance of end user computing services. Provides appropriate status and other reports to managers and senior users.

Safeguarding, Health and Safety and Welfare

- Act at all times consistently with Oundle School's Safeguarding Policy, associated procedures and standards of behaviour and in line with Keeping Children Safe in Education (KCSIE) Part 1 and Annex B.
- Support the School's Prevent Strategy as outlined in the Prevent Policy in the Staff Handbook, ensuring that visitor and other relevant protocols are observed.
- Demonstrate an appreciation for the importance of diversity, through your actions and behaviours, with the School's Equality, Diversity and Inclusion Strategy.
- Ensure compliance with the School's Health and Safety policy and requirements.
- To carry out any other duties commensurate with the post as may be reasonably required by the line manager.

PERSON SPECIFICATION

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.

Qualifications	Essential	Desirable
Educated to A level standard/GCSE Standard grades A – C in English and Maths	✓	
Has achieved MD-102 Endpoint Administrator qualification		✓
Understands the relationship between own specialism and customer/organisational requirements.	✓	
Has achieved proficiency in Systems installation & removal – Level 3.		✓
Demonstrates leadership in operational management. Analyses requirements and advises on scope and options for continuous operational improvement.		✓
Security, privacy, and ethics – proactively contributes to the implementation of appropriate working practices and culture.		✓

Competencies, Skills, and Experience	Essential	Desirable
Experience with Microsoft Desktop Operating Systems, Microsoft Endpoint manager and Microsoft Active Directory	✓	
Experience in designing and deploying Windows 11 environments	✓	
Experience of application packaging and scripting skills		✓
Experience of the support of end-user devices, resolving hardware and software issues	✓	
Experience of working in an education environment		✓
Ability to identify gaps in the available information required to understand a problem or situation and devising a means of resolving them.	✓	
Experience of determining a course of action by breaking it down into smaller steps and by planning and resourcing each of these, making allowance for potential problems and escalating if necessary.	✓	
Able to deal effectively with unexpected situations in a timely manner, taking advantage of opportunities and overcoming problems.	✓	

Understanding the needs of the internal or external customer and keeping these in mind when taking actions or making decisions.	✓	
Demonstrate initiative through being proactive, anticipating opportunities for systems, service or product improvement or development and taking appropriate action(s).	✓	
Understanding of the principles and application of cloud/ virtualisation (including ownership, responsibilities, and security implications). Use of tools and systems to manage virtualised environments.	✓	
Experience of installation, testing and commissioning of supplier specific equipment and software in operational environments.	✓	
Demonstrable knowledge of the security threats and vulnerabilities that impact and/or emanate from system hardware, software and other infrastructure components, and relevant strategies, controls, and activities to prevent, mitigate, detect, and resolve security incidents affecting system hardware, software, and other infrastructure components.	✓	

Essential Personal qualities

Excellent communication skills at all levels including written reporting

Proven ability to build key client relationships

Proven ability to manage conflicting stakeholders

Excellent Time management and organisational skills

Able to learn on the job and have a flexible approach to working

Team player, enthusiastic and self-motivated individual

Able to champion the need for diversity; safeguarding and respect for British values (as defined under Prevent Duty)

All roles at the School are classed as 'regulated activity' as per the Keeping Children Safe in Education guidance, therefore a good understanding of safeguarding procedures is essential on employment.

THE SCHOOL IS AN EQUAL OPPORTUNITIES EMPLOYER

It is the shared responsibility of the jobholder and their manager to ensure that job descriptions are kept up to date.

Employment Information

The role is subject to a six-month probationary period. On completion, you will be expected to participate in the School's appraisal system.

All members of staff are appointed to the School as a whole and may reasonably be asked to undertake similar or related duties in a department or team other than that to which they were originally appointed, or for any subsidiary company.

The School is committed to safeguarding and promoting the welfare of children and young people, and expects all staff to share this commitment. All staff appointed to the School are required to be checked through the Disclosure and Barring Service, and to provide evidence of identity, evidence of their entitlement to work in the United Kingdom, and evidence of qualifications deemed essential to the role, or declared on their application form.

- **Start date:** ASAP, subject to notice period and completion of pre-employment checks.
- **Contract:** Permanent
- **Working weeks:** 52 weeks.
- **Hours of work:** 40 hours per week, 08:00am to 5:00pm Monday to Friday. You are entitled to a daily one hour meal break. All meal breaks are non-working hours and unpaid.
- **Salary:** £40,000 - £45,000 (Dependent on experience)
- **Holidays:** 21 days' paid holiday in each complete holiday year, plus seven public holidays. There is a requirement to work any Bank Holiday when the School is in operation (currently the first May day).

To apply, please visit our Recruitment website at: www.oundleschool.org.uk/vacancies

If you have any questions about the role, please contact:

Human Resources

Oundle School, The Bursary, Church Street, Oundle, Peterborough, PE8 4EE

Email: recruitment@oundleschool.org.uk / **Tel:** 01832 277193