



# 1ST OR 2ND LINE NOC OPERATIVE / IT SUPPORT TECHNICIAN

MORE HOUSE SCHOOL, FRENHAM



# Overview

**Permanent, non-residential, full-time position as soon as possible.**

An exciting opportunity has arisen for an NOC Operative / IT Technician to work within a dynamic and innovative IT Services department. We will offer you the opportunity to work as part of a progressive and forward-thinking team working across our school under the direction and support of the Head of IT Services.

The successful candidate will be responsible for the day-to-day resolution of end-user issues, providing 1st and some 2nd line support to a busy school, while supporting the wider IT Services team in projects and wider work. You will be a friendly face of the IT Services team supporting all of the various school stakeholders, managing incoming queries via email, phone and walk-ins via our Helpdesk, and escalate issues where needed to the NOC Analyst, IT Services Operations Manager or Head of IT Services.

## **Our School Vision is:**

*To lead in transforming the futures of intelligent children who experience Specific Learning Difficulties, Developmental Language Disorder and associated conditions, by empowering them.*

## **Our School Values are:**

*Kindness - Spirit - Responsibility*

**More House School**  
**Rated Outstanding by Ofsted (2023)**



# The School

Nationally celebrated, More House School provides an exceptional, mainstream education for intelligent boys with Specific Learning Difficulties and weakness in their developmental language skills. Providing a transformative education repeatedly recognised as 'Outstanding' by Ofsted over more than a decade, we offer a specialised learning environment for day and boarding boys from Year 4 to Year 13. Our pupils are taught to recognise their strengths and develop their self-belief so that they achieve independence and extraordinary results at GCSE, BTEC and 'A' Level, above the national averages. A majority progress to university.

The School has an 85-year history of supporting boys with additional challenge in their educational experience. Now with 500 pupils, the School has grown significantly in recent years and has the largest number on roll ever. It is recognised as being the largest SEND-specialist provision in the United Kingdom and is heavily involved in outreach work. More than half of pupils have their places funded by their local authorities.

Delivering a mainstream independent-school experience, both academically and socially, the very broad curriculum affords all pupils the opportunity to discover their strengths, challenging them to fulfil their academic and extra-curricular potential. Pupils benefit from classroom teaching which recognises that each pupil is individual in his profile of skill strengths and weaknesses, and which focuses on adaptive strategies which look beyond pupils' individual diagnoses and prioritises the support of the four core elements of language, attention, processing and working memory. All teachers are supported to develop their understanding and professional practice in this respect, both on arrival and throughout their employment, through high-quality, nationally-accredited training delivered in-house.

Class-sizes are small, with a maximum of 15 pupils, and almost all pupils receive timetabled support through the on-site Learning Development Centre which comprises Speech and Language Therapists, Occupational Therapists and specialist Dyslexia-qualified Literacy and Numeracy Tutors.

Judged 'Outstanding' by Ofsted in its last five School inspections, our most recent inspection (March 2023) graded More House School 'Outstanding' overall, and 'Outstanding' in each of the six sub sections of the report. The School's provision for residential boarders was most-recently inspected in November 2023 and likewise graded Outstanding in every respect. More House is CReSTeD approved, listed in their Specialist Schools category, and is an active member of the Independent Schools Association and the Boarding Schools' Association.

The School is set on a wooded hillside in nearly thirty acres on the Hampshire/Surrey border and within the Surrey Hills Area of Outstanding Natural Beauty. Attractive modern facilities lie above the playing fields. London Waterloo is one hour away by train from close-by Farnham railway station, and there is easy access to the M25, M3 and A3 major routes. Guildford is twenty minutes' drive away, Basingstoke twenty-five, and Southampton an hour.

In recent years, the School has built its School of Engineering and CAD facilities, opened a new Humanities block and School Chapel, completed our brand-new library and Media Studies centre, and grown our learning support facilities. 2018 saw the expansion of the campus and the conversion of a large domestic building into our new Sixth Form centre, which was opened in January 2019, improving further the facilities for both teaching and independent study. In December 2022, we installed a new Strength and Conditioning fitness gym for students and employees. Future plans include an ambitious building project improving further our Science laboratory facilities, extending the School's medical surgery and improving facilities for therapeutic counselling. We are also seeking planning permission for another project which will realise increased resources for Sports.

Adults with a genuine wish to develop their skills in making learning opportunities successful for neurodiverse learners thrive at More House School. The School provides a high level of support and training for all teaching and support staff, affording the development of confidence, skill and qualifications in helping pupils to overcome the potential barriers to achievement posed by their difficulties. The School also provides training for many other external professionals and other schools, and on behalf of the Independent Schools Association.

The School is characterised by a continuous pursuit of excellence and improvement in all aspects of its provision, in order to realise the best possible experiences and outcomes for all pupils. All our staff are united by a shared commitment to the School's vision and mission, and by our values of Kindness, Spirit and Responsibility.

# About the department

Under the leadership of the Head of IT Services, a comprehensive review of the IT systems and services was completed in 2021, identifying several challenges for the school. This led to the creation of a new, comprehensive 3-year IT development plan aimed at modernizing and replacing the majority of key IT systems. This work has now been completed, and the school is supported by modern end-user and backend systems, providing best-in-class solutions to its stakeholders.

While supporting end-users, the IT Services team is also tasked with the ongoing development of SharePoint Online and OneDrive, the advancement of PowerBI, and the construction of a new combined IT Services and Computer Science building to replace the existing department. These developments will run alongside the further integration of Microsoft's cloud technologies and the enhancement of the school's use of assistive technology, both in service and educational capacities.

Currently, the school is supported by four full-time staff members in the IT Services Team, with external support agreements in place for critical infrastructure.

## About the role

We are seeking a 1st or 2nd Line NOC Analyst / IT Support Technician who will support the school's many stakeholders and ensure that the school's IT provision is an enabler for success for all members of staff and pupils.

The NOC Analyst / IT Support Technician will provide essential technical support and guidance to staff and students, to understand varied applications, problem solve and generally support users in using software / hardware correctly in the classroom and office situation. Responsibilities include recording, maintaining, and resolving technical issues via the helpdesk, ensuring smooth operation of workstations, laptops, printers, and peripherals, maintaining good communication with the end-user and other staff where needed.

Accurate record keeping regarding issued assets, installed software and stock of consumables, such as printer toner, will become embedded within the post holder's day-to-day work.

The ideal candidate will have excellent communication, service delivery, and relationship management skills, with the ability to explain complex technical issues in simple terms. The successful candidate will need to respond in a timely manner to service requests and will be expected to meet agreed Service Level Agreements and targets as set by our Head of IT Services.

Technical support will be required for staff training, meetings, assemblies, and special school events, which may occasionally occur outside of regular working hours.

Liaising and communicating with 3rd party contractors, e.g. cabling and printer maintenance, will be commonplace for the role. A professional and courteous manner is essential for all communications with stakeholders.

This role is ideal for an IT professional with experience in a school setting or someone at the beginning of their IT career, offering excellent training opportunities and exposure to a variety of technologies. Good people skills, and the ability to talk professionally with all members of staff and students and explain complex technical issues in non-technical terms will be of benefit. The school uses multiple systems and technologies enabling a broad range of exposure to a wide variety of solutions, enabling good training opportunities and increasing knowledge of IT sector standards. The successful candidate will assist with the delivery of larger IT projects and site-wide upgrades, contributing to the school's technological advancement.

During examination periods, the role will focus significantly on supporting the successful delivery of exams, including flexible working hours as needed. This is likely to include flexible working hours in line with the examinations calendar and data input to support the start and conclusion of each exam sessions.

Support business continuity arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption to end users including being part of a response team.

By nature of the school's users, no two days are the same and the post holder will be expected to adapt to the unknown with a flexible approach supporting the ethos of the IT Services team and the school.

We offer daily free lunch, free parking within the school's beautiful grounds, and enhanced employee benefits including a contributed pension scheme, death in service, and critical illness cover.

The above list of duties is not exhaustive, and the post-holder may be required to perform such other duties as may be, from time to time, deemed necessary by the Headmaster. This is a non-residential post.

### **Relationships:**

- The post-holder will report to the Head of IT Services and develop strong relationships with the Headmaster, COO, and Senior Management Team, ensuring confidence in the IT Services department.
- Working as part of a dynamic and professional team is essential, acknowledging that all staff have varying duties and responsibilities.
- The successful applicant must interact effectively on a professional level with colleagues and seek to establish and maintain productive relationships with all.

# Personal Specification

## ESSENTIAL

## DESIRABLE

### Qualifications

Educated to Level 2 (GCSE grade C or equivalent) in Mathematics and English.

Technical qualifications relevant to the role's demands.

### Skills and Experience

Proven problem-solving skills in IT, including both software and hardware.

Experience in an educational setting or within an organization of 200+ users.

Ability to effectively prioritize and assess the impact and scale of problems and tasks, addressing them methodically.

Strong attention to detail and an appreciation for aesthetics.

Maintain accurate documentation and update internal databases with precise information through front-end interfaces.

Ability to remain calm and focused under pressure.

Experience with helpdesk or ticketing systems.

### Personal Attributes

Strong personal commitment to the school's ethos and aims, ensuring the best possible outcomes for pupils.

Interests and hobbies beyond IT.

Excellent interpersonal and communication skills.

Self-awareness of strengths and areas for development.

Confident and polite communication skills with stakeholders, demonstrating fluency in English.

High levels of energy, enthusiasm, flexibility, and determination to succeed.

Excellent time-management and prioritization skills, with the ability to work under pressure and meet deadlines.

Strong commitment to excellence and ensuring end-user satisfaction.

**Hours:**

8 hours per day - Monday to Friday (arranged between 8:00 am and 6:00 pm) during term-time, and 7 hours per day between 8.00 am to 4.00 pm during school holidays.

Attendance at School events outside these hours from time to time, as well as Founders' Day and INSET days towards the beginning or end of School holidays.

**Remuneration and support:**

- Salary: £23,795 - £ 26,175 per annum
- Automatic enrolment into the Nest pension scheme.
- Sick Pay;
- Employee Assistance Programme;
- Free on-site parking within the School's beautiful grounds;
- Excellent lunchtime meals at no cost in the School's refectory;
- Free use of the School's recently-refurbished fitness gym facilities.
- 25 days' holiday, plus bank holidays
- Group Life and Income Protection

**Safeguarding:**

This role is deemed to be one of working in regulated activity, meaning that the post-holder may expect to come into unsupervised contact with children and young people frequently in the discharge of their duties on-campus. As such, the expectations of conduct, required of all adults working at More House School, apply to this position, as does a full Safer-Recruitment vetting process of any appointee. A key responsibility of all adults working within the School is that of ensuring the effective safeguarding of all children and young people, through adherence to the School's policies; full-training is given.



# TO APPLY

Please visit our website and complete the online application form:

	<p><b>Support Staff Application Form</b></p> <p>Please supply a full history in chronological order (with start and end dates) of all employment, self-employment and any periods of unemployment...</p> <p><a href="#">More House School /</a></p>
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Interested candidates are welcome to make an appointment to visit the school for an informal visit.

The School reserves the right to interview appropriate candidates in advance of the above-named dates, and to appoint. Interested candidates are therefore strongly urged to submit their application as soon as possible.

This post is subject to an Enhanced DBS clearance and the receipt of satisfactory references before a formal job offer is confirmed.

**More House School** is firmly committed to safeguarding and promoting the welfare of children and young people.