



The Abbey



IT Engineer

Full-Time, all year round.



The Abbey



<https://vimeo.com/1010491740>





Introduction & Job Overview

To support the IT team in delivering a reliable, efficient and responsive IT service across the School. The IT Engineer will provide day-to-day technical support to staff and students, maintaining the School's hardware, software, network infrastructure and IT equipment, and helping to ensure that technology supports the effective operation of teaching, learning and the wider School community.

The postholder will work collaboratively with colleagues across the IT team and wider School, providing a high level of customer service and ensuring that technical issues are resolved promptly, professionally and with minimum disruption.





Welcome from the Head

The Abbey is a remarkable all-girls community of learning and brilliant experiences. It is a place of curiosity, adventurous spirits, and the excitement of discovery. We focus on individual care and attention in a warmly supportive atmosphere, full of fun and laughter. Our students have the assurance to take risks, explore interests and passions, and engage generously with the world and with each other.

Our results are outstanding, but what matters to us is how students achieve them. Our goal is to equip girls to achieve academic excellence with confidence, purpose and joy. This means providing exceptional opportunities across the widest spectrum of learning and activities. We offer more student-led learning and choice in our curriculum than almost any other school, so that students take charge of their own futures and mature into the people they mean to be.

What's special about The Abbey is the atmosphere. We're a diverse, down-to-earth community full of enthusiasm, spark and energy. We have played a leading role in all-girls education for over 130 years. During that we've adapted and innovated and that is true now more than ever. In today's world, all-girls education matters: it helps our students face the future on their own terms, ready to make the world a better place for themselves and the communities around them.

I look forward to receiving your application to join The Abbey as a valued member of our community.

Dr Sarah Tullis





Key Responsibilities

- Provide first and second-line technical support to staff and students across the School, diagnosing and resolving hardware, software, connectivity and user-related issues.
- Respond promptly and professionally to IT support requests, keeping users informed of progress and escalating more complex issues where appropriate.
- Assist with the installation, configuration, maintenance and replacement of computers, laptops, tablets, mobile phones, printers, audiovisual equipment and other IT-related devices.
- Prepare and configure new and replacement equipment, including the installation of operating systems, applications, security updates and required configurations.
- Maintain accurate records of IT equipment, software, licences and user accounts.
- Support the IT team in ensuring that systems and equipment are maintained, secure, up to date and fit for purpose.
- Assist with the implementation and maintenance of IT policies, procedures and standards.
- Contribute to the development of effective IT support processes and identify opportunities to improve the service provided to the School community.
- Assist the Theatre Production & AV Services Manager with audio / visual / lighting services for School productions and events as required.
- Support the day-to-day operation and maintenance of the School's network infrastructure, including workstations, servers, switches, wireless access points, routers and associated equipment.
- Assist with the administration and maintenance of Active Directory, including user accounts, groups, permissions and device management.
- Support the administration of Microsoft 365 and other School systems and applications as required.
- Assist with the monitoring and maintenance of network connectivity, security systems and other IT infrastructure.
- Undertake routine maintenance, updates, patching and troubleshooting to help maintain the availability and security of IT systems.
- Escalate significant or recurring technical issues to the Head of IT or appropriate external support provider.



Person Specifications & Qualifications

- GCSEs in English and Mathematics, or equivalent qualifications.
- Previous experience of providing IT support ideally in a school environment.
- Practical experience of diagnosing and resolving hardware, software and connectivity issues.
- Experience of supporting Windows-based devices and applications.
- Experience of providing a customer-focused IT support service.
- Good practical understanding of desktop and laptop hardware, operating systems, peripherals and common software applications.
- Strong troubleshooting and problem-solving skills, with the ability to diagnose technical issues methodically.
- Ability to prioritise and manage multiple support requests effectively.
- Good understanding of IT security, including passwords, access permissions, malware awareness and safe handling of data.
- Ability to communicate technical information clearly and appropriately to users with varying levels of technical knowledge.
- Commitment to the school's ethos, values and community.
- Demonstrates a strong commitment to safeguarding and the welfare of children and young people.



Location, estates and facilities

The Abbey's town centre location places us at the heart of a thriving, busy and diverse community, whilst our extensive coach network helps us provide accessibility from locations across Oxfordshire and Berkshire for both Junior and Senior girls.

As one of the most vibrant towns in the UK, with a focus on technology and innovation industries, Reading offers wonderful opportunities, from the glories of the Chilterns and the Thames, and beautiful parks, to outstanding shopping and a constantly evolving cultural and restaurant scene.



Whilst we embrace the benefits of being a town centre school, with a solid urban vibe, we have excellent sporting facilities, with astros, tennis courts, netball courts, a large gymnasium, and an impressive fitness suite. These facilities are supplemented by partnerships with Reading University, Reading Rowing club at the Redgrave Pinsent rowing lake, and other excellent local facilities. We were delighted to host the national GSA event of Girls go Gold in September 2023.

Governors have made a substantial investment in the estate over the past few years. Our Junior School has been extended and remodelled, with imaginative new spaces to enable girls to go way beyond a conventional curriculum, the recent refurbishment of Knell House provides a welcoming and age-appropriate setting for Little Knellies nursery. The buildings sit in the Christchurch Conservation area, five minutes up the hill from the Senior School.

Our heated indoor pool, complete with diving boards, is in the heart of our Senior School building and all girls, including the very youngest, have timetabled swimming and other water activities.

All our classrooms are well equipped to support effective teaching and learning, including IT resources to support the school's one to one digital device policy.



Terms of appointment

An excellent remuneration package commensurate with the importance of the role and the experience of the successful candidate will be offered.

This role is a full-time, permanent position working all year round.

The salary range for this role is: £28,906 - £33,136 per annum.

All eligible, non-teaching employees will be automatically enrolled into the non-contributory Group Pension Scheme, run by ReAssure after 3 months employment with the school. The School contributes 8.35% of the monthly salary into the pension scheme.

Appointment process and how to apply

Applicants should complete [The Abbey's Application Form](#) which fully addresses the competencies as described in the job description and person specification and outlines their interest in The Abbey.

The Abbey is committed to safeguarding and promoting the welfare of children. The successful candidate must be willing to undergo an enhanced disclosure through the Disclosure and Barring Service.

Protecting your personal data is of the utmost importance to The Abbey and we take this responsibility very seriously. The information that you provide on this form will be used to process your application for employment. The personal information that you provide will be stored and used in a confidential manner to assist our recruitment process. More details as to how we will process your data is set out in the Recruitment Privacy Notice and Data Protection policy.

If you succeed in your application and take up employment with The Abbey, the information will be used in the administration of your employment.

We may check the information provided by you on this form with third parties.



Abbey Life & Benefits



The Abbey



3 Course Meal
Dining



Electric Vehicle
Leasing Scheme



Free Parking



Cycle to Work
Scheme



Sports Facilities



Employee Assistant
Programme (EAP)



Pension



Income Protection



Family Friendly
Policies



Concessions &
Discounts



Private
Healthcare
Scheme



Interest Free
Ticket Loan



Professional
Development



Staff Accommodation
(subject to availability)



IT equipment &
Resources



Key dates

