



King's College

TAUNTON

IT Support Engineer

Closing Date | Wednesday 2nd April 2025





Welcome

Thank you for your interest in the role of IT Support Engineer

The role will involve working across two sites serving as a 2nd and 3rd line IT Helpdesk Engineer/Technician and support out back end web services. You will work with both internal and external stakeholders, participate in the installation, developing, monitoring, maintenance, support and optimisation of all network hardware, software and infrastructure. Providing IT and web services.

We look forward to hearing from you and considering your application.

MICHAEL SLOAN
Headmaster



“ In their everyday life around the school, our pupils show the confidence to succeed, and the determination to give of their very best. ”

About the School

King's provides continuous day and boarding education for girls and boys aged two to 18 years. It comprises King's College Prep School which has approximately 300 children from two to 13 and a senior school with approximately 490 pupils from 13 to 18.

The schools are situated on separate sites in the south west of England and combine traditional values with state-of-the-art facilities. Both schools are run by one governing body, with many functions (marketing, strategy and finance for example) undertaken jointly.

King's College has a rich and welcoming family and community ethos. Just over 60% of the pupils board. For a relatively small school, it has an enviable record of success in all areas.

The school has regularly topped GCSE and A-level league tables for Somerset. A broad range of co-curricular activities is offered, and the school is renowned for its success in sport, music, performing arts, fine art, design technology and outdoor pursuits. In many of these activities our pupils have achieved success at national and even international levels.

Good discipline is encouraged in a firm and positive way within a supportive pastoral framework. King's College is strong on manners and social skills. Pupils go on to thrive at good universities and in their professional careers.

In short, King's is a purposeful, outward-looking, down-to-earth, highly successful school.



King's College

South Road, Taunton TA1 3LA

<p>Main School Building</p> <p>1 The Chapel</p> <p>2 The Quad</p> <p>3 Dining Hall</p> <p>4 Woodard Room</p> <p>5 Latin</p> <p>English</p> <p>Philosophy of Religious & Ethics</p> <p>Modern Foreign Languages - <i>upstairs</i></p> <p>6 Main School Corridor</p> <p>Headmaster's Office</p> <p>PA to the Headmaster's Office</p> <p>Examination Office</p> <p>Admissions Office</p> <p>Careers Office</p> <p>Maths</p> <p>7 Philip Richards Building</p> <p>Library - <i>upstairs</i></p> <p>IT Helpdesk</p> <p>Visitor toilets</p> <p>8 Headmaster's House</p> <p>9 Silvermead Studio and Arts House</p> <p>10 Briar Lee Tennis Courts</p> <p>11 Sixth Form Centre</p> <p>Head of Sixth Form Office</p> <p>Development Office</p> <p>12 School Uniform Shop</p> <p>13 Cookery School</p>	<p>14 Laundry</p> <p>15 Shooting Range</p> <p>16 CCF and Outdoor Pursuits</p> <p>Stores</p> <p>Chindits</p> <p>Army/Navy/Marines</p> <p>17 Finance Office</p> <p>18 Design Technology Centre</p> <p>19 Squash Courts</p> <p>20 First Team Cricket Pavillion</p> <p>21 First Team Cricket Pitch</p> <p>22 Buttler's Ramp</p> <p>23 Tennis and Netball Dome</p> <p>24 Tennis and Netball Courts</p> <p>25 Sports pitches</p> <p>(rugby/cricket/athletics/football)</p> <p>26 All-weather Hockey Pitch</p> <p>27 Cricket Pavilion</p> <p>28 Athletics Cabin</p> <p>29 Sports Performance & Cricket Centre</p> <p>30 Swimming Pool</p> <p>31 Changing Cabins</p> <p>32 Sports Hall</p> <p>Climbing Wall</p> <p>Gym</p> <p>PE Classrooms</p>	<p>33 Science Centre</p> <p>Biology</p> <p>Chemistry</p> <p>Physics</p> <p>History</p> <p>34 Geography Centre</p> <p>35 The Amphitheatre</p> <p>36 The Theatre</p> <p>Black Box</p> <p>Auditorium</p> <p>37 Music School</p> <p>The Octagon</p> <p>Music Technology</p> <p>Practice Rooms</p> <p>38 Medical Centre</p> <hr/> <p>A Bishop Fox House</p> <p>Boys</p> <p>B Carpenter House</p> <p>Girls</p> <p>C Meynell House</p> <p>Girls</p> <p>D King Alfred House</p> <p>Boys</p> <p>E Taylor House</p> <p>Girls</p> <p>F Woodard House</p> <p>Boys</p> <p>G Tuckwell House</p> <p>Boys</p>
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A Rural County of Rolling Hills

Taunton is surrounded by natural beauty, with the Blackdown, Mendip and Quantock Hills on the doorstep, plus Exmoor National Park and the Somerset Levels and Dartmouth a short drive away.

Somerset is renowned for its cheddar cheese and cider. A wealth of apple orchards once made Somerset the cider capital of the UK, whilst the Cheddar Gorge caves are still used to mature cheese today.

Taunton is the county town of Somerset, in the South West of England. It is a busy market town located between junction 25 and 26 on the M5.

A growing commercial and residential centre, Taunton has a splendid small theatre, the County Cricket Ground, a successful rugby club, a delightful museum, the usual shopping outlets and restaurants, and a regular farmers' market.

If you love the great outdoors, you can be on the beach in 40 minutes and the Quantocks are just 15 minutes away. For those who prefer city lights, the fast West Country train service reaches Paddington in under two hours. By car, Exeter is 25 minutes south, Bristol 35 minutes north and you can reach Bath in about an hour.



The Role

Post	IT Support Engineer
Reporting to	Data and Network Manager
Hours of work	All year round. 40 hours per week – Monday to Friday 8.30am to 5.30pm (1 hour for lunch).
Purpose of the role	The IT Support Engineer will serve as a 2nd and 3rd line IT Helpdesk Engineer/Technician, providing advance support for users relating to hardware, software and networking issues and work with other teams to support back end web services within the business.

Key responsibilities

IT Services:

- Serve as a 2nd and 3rd Line IT Helpdesk Engineer/Technician, providing advanced support for users relating to hardware, software, and networking issues.
- Configure, manage, and troubleshoot networking environments, including:
 - o Active Directory (user management, group policies).
 - o Azure / Office 365 including User management, Exchange, Intune.
 - o Network services such as DNS, DHCP, and VPNs.
 - o Windows Server administration.
 - o VMware and Azure HCI Stack administration.
- Maintain school IT systems, ensuring secure and reliable access to IT services across the sites.
- Support and maintain IT hardware, including desktops, laptops, and AV equipment.
- Provide back up support to AV requirements

Web Services:

- Manage and maintain back-end internal and external web services, ensuring functionality and secure performance.
- Collaborate with external contractors to oversee CMS Implementing updates and bug fixes and feature enhancements.
- Handle web server administration (e.g., IIS, Apache, or Nginx), including security configurations and SSL certificate management.
- Work with databases (e.g., SQL Server, MySQL, or PostgreSQL) to support web applications, ensuring data integrity and performance.
- Work with external parties to setup API integrations between internal and external services.

Additional Responsibilities:

- Development of internal applications based on using tools such as:
 - o Microsoft PowerApps.
 - o SharePoint.
 - o Other relevant web technologies for automating workflows and improving user experience.
- Assist with the development and integration of new technologies to improve the school's IT and web infrastructure.
- Provide training and guidance to staff as required on IT and web-related systems.
- Document processes and maintain technical records to ensure consistency in support and development efforts.

This job description is subject to review in line with the developing needs of the School. You must be willing to adapt to meet requirements.

Person Specification

	Essential Criteria	Desirable Criteria
Qualifications	Evidence of sound level of general education, including GCSE English and Maths (A*-C) or equivalent (Level 2 Basic Skills Literacy/ Numeracy).	Degree or equivalent in a computing discipline.
Knowledge and skills	Ability to communicate effectively both written and orally Ability to prioritise and organise work effectively, work to strict deadlines and remain calm under pressure Ability to resolve complex problems using your own initiative	
Experience	A strong background in IT services, ideally to degree level or equivalent. Proficiency in Microsoft networking technologies and web development/integration/hosting tools. Experience providing IT support to end users with varying levels of ability, both in person and remotely. Ability and experience of prioritising issues and problems Experience in installing, troubleshooting and maintaining a wide range of Windows & Mac devices and peripherals.	IT experience at technician (2nd or 3rd line) level. Experience of providing IT support in an education environment. Experience working with education-based systems (including MIS/CMS information systems) Website management.
Personal competencies and qualities	High degree of integrity Personal, adaptable, customer focussed Strong commitment to personal development An understanding of the confidential nature of aspects of the role	

The qualities and experience outlined in the person specification will be assessed by the following methods:

- King's College application form
- Interview
- References from current employer and other chosen professionals

Appointment Process



Candidates are expected to have read the enclosed appointment policy and agreed to the terms within.

King's College has its own pay scale and there are discounts at both King's College Prep and King's College for staff children.

Please apply by completing the appropriate King's College application form (we are unable to accept CVs without our application form).

Please complete the application form enclosed and send by email or letter to:

Mr Craig Sweet / Mrs Kirsty Eady
c/o HR Department
King's College, Taunton, Somerset TA1 3LA

CSweet@kings-taunton.co.uk / KLEady@kings-taunton.co.uk
01823 328105 / 01823 328231

The closing date for applications is Wednesday 2nd April





King's College

TAUNTON

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01823 328200 | reception@kings-taunton.co.uk

www.kings-taunton.co.uk