

IT Asset Administrator (Permanent, Term Time + 2 weeks, Full-Year Contract) IT Department

Whitgift School IT department is seeking to appoint an IT Asset Administrator to play a crucial role in our IT department, focusing on maintaining comprehensive documentation for all IT inventory and device enrolment processes. This role requires a detail-oriented and organised individual who can manage and update records accurately and efficiently. The IT Administrator will be the primary point of contact for inventory tracking and device management, ensuring that all school IT assets are accounted for, and records are properly maintained.

A commitment to maintaining high standards, reliability and flexibility. This position is available ASAP.

OUTLINE OF POST:

Reporting to the Director of IT, the post holder will be providing a comprehensive and effective administration support service to Whitgift School - for both staff and students.

MAIN DUTIES AND RESPONSIBILITIES:

Your main duties and responsibilities will cover the following areas:

- Maintain and update IT inventory documentation, including hardware, software, and other IT assets.
- Manage the device enrolment process for new and existing employees, ensuring devices are properly recorded.
- Develop and implement efficient documentation processes and systems for IT assets.
- Conduct regular audits of IT assets to ensure accuracy and compliance with company policies.
- Coordinate with the IT team and other departments to track asset allocation and usage.
- Assist in the procurement process of IT equipment and software, ensuring optimal inventory levels and accurate charging to departments and students.
- Provide regular reports to the IT Director and other stakeholders on inventory status on the asset register.
- Ensure data privacy and security protocols are adhered to in all documentation and inventory processes.
- Troubleshoot and resolve any issues related to inventory management and device enrolment.
- Stay informed of the latest trends and best practices in IT asset management.
- Log all tickets with IT Support
- Manage device warranty and insurance process from start to finish.
- Responsible for ensuring all incidents are dealt with in accordance with SLA's.
- Published processes and procedures are always followed.
- Receiving and owning issues; enquiries and change requests for support from clients and prioritise these requests accordingly adhering to SLA's.
- Ensuring Incident Management procedures are followed.
- Manage all documentation and asset registers and provide users with training guides.
- Excellent time management skills, strong verbal and written communication skills, and a strong customer service orientation.

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff and volunteers to share this commitment.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the school's commitment to high quality service provision.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

PERSON SPECIFICATION:

The following person specification indicates those areas that are either essential or desirable in the candidates being interviewed.	Essential	Desirable
Experience and knowledge of Microsoft Office Applications such as Outlook, Word and Excel	✓	
IT qualification and experience		✓
Knowledge of both general IT H&S issues relating to work, both for self and all potential users	✓	
Ability to train towards relevant IT qualifications.		✓
Excellent customer service skills	✓	
SCCM Level 2 Experience with Package Deployment		✓
Experience maintaining and developing a VLE		✓
Confident personality	✓	
Strong communication skills	✓	
Good organisational Skills	✓	
An excellent level of written and spoken English appropriate to the context and audience.	✓	
Experience of working within an educational setting		✓
Experience of working with people of all ages		✓
Experience of training others		✓
Reliability and Flexibility	✓	
An appreciation of the various stages in procurement and the different roles of staff	✓	
A genuine interest in keeping up to date with IT development.		✓

A desire to develop knowledge and skills through attending relevant courses and actively seeking to broaden knowledge and skills relevant to responsibilities.	✓	
A desire to maintain and extend personal expertise in specific areas of IT to provide appropriate advice and support.	✓	
Able to work effectively on their own as well as part of a team	✓	
Ability to effectively organise own time	✓	
Commitment to own professional development	✓	
Ability to keep calm under pressure	✓	
Commitment to high standards and to raising these standards	✓	
Ability to be positive and enthusiastic	✓	
Answering the telephone and taking messages for IT Engineering team	✓	

FURTHER INFORMATION

All of our staff benefit from a competitive remuneration package, including:

- Membership of a generous money purchase pension scheme for all support staff which includes 3 x salary life assurance cover.
- Free access to an Employee discount Club, which offers discounted rates on a range of products and services, including insurance, holidays and travel, fashion, and retail.
- Discounted school fees for permanent staff working at, or for, the Foundation Schools.
- Membership at our onsite gym.
- Membership of the Bupa Cash Plan enables employees to claim cashback on a wide range of everyday healthcare treatments such as dentistry, physiotherapy, optician costs and prescriptions, both on the NHS and privately. You can choose to upgrade the basic plan to enjoy further benefits for you and your family.
- A range of family-friendly benefits including the Childcare Scheme that the government offers.
- Season ticket loan.
- Onsite parking where available.
- Lunch is available onsite during term time.
- **Give As You Earn** - You can opt to make **tax-free donations to charities or recognised good causes** registered in the UK, including the school bursary fund.
- Wellbeing support available to all employees.

CONDITIONS OF SERVICE

This position is offered as a permanent, Term-Time + 2-weeks, full-year contract.

The IT Administrator will work 5 days per week, Mondays to Fridays. The hours are 8.00 am to 5.00 pm (40 hours per week) with a one-hour unpaid lunch break. There will be an occasional requirement for flexibility with start and finishing times to meet the needs of the department throughout the year. Any changes will be mutually agreed in advance with your line manager.

The salary range for this post will be Point 18-21 on the Whitgift Foundation Support Staff Salary Scale, depending on qualifications and relevant experience, (£29,339 – 31,927 per annum full-time equivalent, which equates to £24,559.6 - £26,769.56 per annum pro rata, term time + 2 Weeks)

We welcome applications from all parts of our community as we aspire to attract staff that match the social and cultural diversity of our student intake.

To apply, please visit www.whitgift.co.uk/vacancies. For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at SchoolHR@whitgift.co.uk.

Applications will be reviewed daily, and interviews may take place at any time. Therefore, we invite interested candidates to apply as soon as possible.

Flexibility regarding the interview may also be required to ensure the health and welfare of our school community.

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British Nationals are eligible to work in this country. Therefore, any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal practice for the School to ask for original qualifications and professional membership documents as detailed on their application.

Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people. Applicants must be willing to undergo child protection screening including checks with past employers, the Disclosure & Barring Service and social media checks (including personal, professional and other online activities).

May 2024