BIRKENHEAD
SCHOOL

Information for Candidates applying for the role of IT Technician

Required As Soon as Possible

THE SCHOOL

Birkenhead School, awarded the Sunday Times Independent Secondary School of the Year in the North West for 2025, was founded in 1860. It is an HMC independent day school providing education for boys and girls drawn from the whole of the Wirral, Liverpool and as far afield as Chester and North Wales. There are currently 23 children in our Pre-School (aged 3 to 5 years old), 294 pupils in the School's Prep (ages 5-11) and 478 students in Years 7 to Upper Sixth Form. Birkenhead School has been fully co-educational since September 2008, offering the choice of an independent education to all local children. Across the School approximately 45% of students are girls.

Situated in the leafy suburb of Oxton, the School enjoys excellent facilities. The main campus has a 'village green' atmosphere, with classrooms and laboratories looking out over the cricket square. Recent capital developments have included a new landscaped playground area and an outdoor classroom. There are ongoing and substantial investments in ICT facilities. In addition to the main campus, the School owns 17 acres of playing fields on two sites nearby – the primary one being McAllester Field on Bidston Road.

SCHOOL ORGANISATION & VALUES

The School comprises Pre-School (Early Years), Prep and Seniors and integrates their objectives and activities within a 'One School' concept. The Principal & CEO chairs the School's Senior Leadership Team (SLT) comprising the Head of Prep, Head of Seniors, Deputies, Head of Sixth Form and the Chief Financial and Operations Officer.

Birkenhead School prides itself on being a family school. It is attractive to parents to have all their children in one school, and it is a great advantage for the school to be able to establish strong, long-lasting relationships with families. The move to co-education reinforced this and at present, 180 families have more than one child in the School.

A key feature of the School is its strength of community, which runs through the student, staff and parental bodies. The School is embedded within the wider Wirral community, has strong links with local business and charities, and offers an extensive bursary programme. The School aims to inspire students both inside and outside the classroom, knowing each individual and providing them with outstanding opportunities to find their niche.

A dedicated, talented and collegiate staff body is required to achieve these aims. The School's informal motto is Respect, Responsibility and Resilience, to which we have recently added inclusivity, compassion, integrity, humility and courage as defined School values. Birkenhead School recruits on attitude as much as the quality of an individual's qualifications on paper, an approach that has played a considerable role in the winning of the Sunday Times award – in short, staff go above and beyond in delivering outstanding academic grades and an expansive co-curricular programme which leads to a fulfilled, inspired and happy community – staff, students, parents, grandparents and alumni (Old Birkonians).

SENIORS	PREP	PRE-SCHOOL
478 STUDENTS	294 PUPILS	23 CHILDREN
AGED 11-18	AGED 5-11	AGED 3 YEARS – 5 YEARS
281 BOYS / 197 GIRLS	158 BOYS / 136 GIRLS	16 BOYS / 7 GIRLS

BIRKENHEAD
SCHOOL

THE TEAM

The successful candidate will be joining an IT Support Team, which currently has two members of staff. The team oversees a busy helpdesk function, supporting staff, students and parents both onsite and remotely where necessary. The role involves great variety each day, directly supporting such a critical part of modern teaching and learning is very rewarding. Despite being a small team, by working flexibly and drawing on everyone's skills and commitment, we provide important resilience for the whole School's operations.

THE ROLE AND RESPONSIBILITIES

We are seeking to appoint an outstanding and committed IT Technician to support the smooth running and operation of the School's IT. He or she will provide support and assistance across the whole School, including students, teaching and support staff to resolve any IT related issues quickly and efficiently. As a first contact for support requests, you will be providing guidance over the phone, via email, via the IT Helpdesk and face to face for a wide range of IT related issues. The role offers exposure to a broad range of technologies, including IT systems, cloud-based systems, and educational and administrative software.

Responsibilities

- Support the Head of IT in delivering, maintaining and supporting technology
- Diagnosing and resolving technical issues, acting as a primary contact for support
- Ensure consistent delivery of IT services, including operating systems, systems infrastructure, programs/applications, drivers and the testing and integration of security patches and software version upgrades
- Maintaining existing PC network and peripherals, performing upgrades, updates and other routine procedures such as toner replacement and minor peripheral repairs
- Providing technical support to the School community to ensure effective IT provision for both the curriculum support and administrative purposes
- Assist in the resolution of network problems, maintaining and repairing hardware and software to enable the smooth running of all systems
- Assist in the selection, testing and acquisition of computer hardware, software and third-party application packages
- Support the development of School IT systems such as Microsoft Office 365
- Undertake systems and user administration including the creation and deletion of new users, manage allocations of user quotas and reset passwords as appropriate
- Ensure file server storage is used effectively
- Manage output devices such as printers, and provide general maintenance of ICT equipment e.g. iPads, laptops, keyboards, mice, monitors and other similar equipment
- Advise staff, students and parents on accessibility and settings issues (e.g. students' own devices)
- Relocate equipment as required
- Support IT setup for assemblies and events

BIRKENHEAD
SCHOOL

All staff have the responsibility to:

- Ensure all documentation produced is to a high standard and is in line with the "brand" style
- Be aware and comply with policies and procedures relating to Safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person
- Participate in training and other learning activities as required
- Participate in the School's Professional Development process
- Provide appropriate guidance, supervision and assistance
- To promote the area of responsibility within the School and beyond
- To represent the School at events as appropriate
- To support and promote the School ethos
- To undertake any other duties and responsibilities as required covered by the general scope of the post.
- To undertake any other reasonable duties

THE PERSON

The ideal candidate will have:

- At least 2 years' experience of supporting IT systems or similar technical background
- Relevant IT qualification, CompTIA A+ or similar. (desirable)
- Experience of working in an educational environment (desirable)
- Experience using and supporting Microsoft products
- The ability to use, maintain and fault find a variety of equipment and other peripheral IT hardware
- The ability to assemble, disassemble and clean equipment
- Experience of RM education systems (desirable)

Personal Qualities:

- Be enthusiastic, confident and diligent.
- Develop and maintain good relationships with students and colleagues with the ability to work with a variety of people sensitively and empathetically, including students and staff
- Have a sound understanding and awareness of Safeguarding procedures
- Have good organisational and project management skills, with the ability to meet deadlines and balance workload while maintaining positive professional attitude
- Inspire staff and students through action.
- Willingness and ability to learn and develop knowledge and skills

Supporting students and staff is a privilege, and involves substantial emotional energy and the experience of "highs and lows". As such, we greatly value colleagues who are supportive and positive and see the good in people and situations – this creates an enjoyable working environment of which we are proud. Birkenhead School is a dynamic environment where teamwork, flexibility and proactivity are crucial. If this is you, we look forward to receiving your application.

BIRKENHEAD
SCHOOL

Remuneration & Benefits

Salary

The salary band for the role is currently £30,974 - £32,449 FTE. Salaries increase in line with the Governors' annual pay award.

Hours

This is a part time position, anticipated to be 3.5 days per week, year-round. A degree of flexibility is required to fulfil the responsibilities of the role, including flexing to full time to cover periods of department annual leave as necessary.

Holiday

You will be entitled to 35 days' annual leaver per year pro rata, including Bank Holidays and the Christmas shutdown

Pension

The School operates an auto-enrolment pension scheme.

Other Benefits

We will value and support your contribution to School life and in return provide you with excellent rewards;

- Working with fantastic young students
- Working as part of a committed team
- Wellbeing assistance through the Employee Assistance Programme
- Membership of a pension Scheme
- Discount on School fees for children of permanent staff attending the School
- Free lunch in the Dining Hall during term times
- Free use of the fully equipped on-site gym
- Electric Car Charging points
- Support for your continuous professional development

Application

A letter of application indicating skills and experience, together with a completed application form, including the names and email addresses of at least two referees, should be sent for the attention of the Chief Financial and Operations Officer via: chw@birkenheadschool.co.uk. Applications may also be sent by post to: **Cheryl Wallace, Head of HR and Compliance, Birkenhead School, 58 Beresford Road, Oxton, Wirral, CH43 2JD**

Application forms can be downloaded from the School's website: www.birkenheadschool.co.uk

BIRKENHEAD
SCHOOL

Candidates are welcome to contact the Head of IT, Mr Chris Boden on CBadmin@birkenheadschool.co.uk with any questions relating to the role.

To meet our safeguarding obligations, an Enhanced Disclosure and Barring Service check is undertaken as part of the recruitment process for all new staff. As Birkenhead School is an educational provider, it is permitted to ask whether an applicant has any convictions, cautions, reprimands or final warnings which would not be filtered in line with current guidance, as defined by The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020). It is a criminal offence for an individual who is barred from working with children to apply for a role which is classed as regulated activity (i.e. involves working with children). As such, candidates are asked to also complete the separate Criminal Record Declaration Form on the School's website. The information disclosed on this form will not be kept with your application form during the application process.

Candidates selected for interview will be offered the opportunity to have a tour of the School and meet with relevant members of the department.

The closing date for applications: 9.00am on Monday 7th December 2026
Interviews likely to take place week shortly after.