

## ERSKINE STEWART'S MELVILLE SCHOOLS



### Security and Desktop Technician

#### Job Description

##### **Purpose of Job**

The purpose of this role is to administer the Security Systems at ESMS, including Door Access Control system and CCTV system.

##### **Accountability and Authority**

The Security and Desktop Technician is accountable to the Director of ICT, and has authority as delegated by the Director of ICT.

##### **Key Relationships**

The Security Systems Analyst will work closely with the other members of the ICT Department, Estates Department and Compliance Manager

##### **The Post:**

##### **Key Responsibilities:**

##### **Vision and Values**

- Promotion of ESMS values of Kindness, Confidence, Resilience, Integrity, and Curiosity in all aspects of the role.
- Promotion of role modelling behaviours that align with the three school pillars of Ambition, Innovation, and Community.
- Fostering an environment that supports the development of these values among students and staff.

##### **Working with Others**

- Compliance with all ESMS policies and procedures
- Treating people fairly, with dignity and respect to maintain a positive school culture
- Ensure effective planning, delegation and support of responsibilities
- Developing a culture of high expectations for all and taking action when performance does not live up to these
- Taking responsibility for personal development, both personally and of team members.

##### **Community**

- Positive relationships with the wider ESMS community

- Working in collaboration with other independent schools to promote effective initiatives and share good practice.

### **Safeguarding**

- Adhering to the principles and guidelines of “Getting It Right For Every Child” (GIRFEC) to ensure every child receives timely and appropriate support with their welfare as paramount.

### **Duties and Responsibilities:**

#### **Security (Door Access Control and CCTV)**

- Day-to-day running of the Door Access Control system to make sure all ID cards and access levels are working as they should, including implementing access level changes
- Management of Door Access Control timing plans and changes thereof as per requirements
- Management of the CCTV cameras and NVRs, including making configuration changes and recovering video footage
- Triaging of issues and implementing fixes as well as managing the call out of our security vendor or other relevant contractors
- Managing ESMS contractors whilst onsite to make sure works are carried out safely, in a satisfactory manner and in accordance with ESMS protocols relating to child protection and safeguarding
- Liaising with Head of Estates and the Estates Manager regarding any building fabric and power maintenance and installations
- Suggesting and implementing long term fixes for persistent problematic issues
- Weekly/Monthly checks on systems and fixing any issues that arise
- Manage the day-to-day relationship with our security vendor
- Liaising with the ICT Infrastructure Manager regarding network or server issues
- Work with the Head of Estates and Compliance Manager to produce and implement the Security development plan considering Staff/Building and Security requirements
- Being point of contact regarding door entry for the Janitors and any staff as required
- Work alongside ID badge issuers to ensure all cards are issued correctly and in a timely manner
- Manage annual servicing and assist engineers where necessary

#### **Networking**

- Run any new network cabling as required by the ICT Infrastructure Manager
- Recabling any network runs to bring them up to standard
- Working with ICT Infrastructure Manager to install and replace Switches, WAPS and any other network device as needed

#### **ICT Helpdesk**

- Provide desktide and remote IT support to staff and pupils
- Perform reactive troubleshooting to effectively identify potential incidents or problems, and attempt to eliminate them from future occurrence

- Provide support for equipment including desktop devices, mobile devices, display screens, video systems, docking stations, communication devices, direct attached printers, local printers, scanners, wireless networking, etc

### **Meetings**

- Attend meetings of the ICT department.

	<b>Essential Criteria</b>	<b>Desirable criteria</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous Security Systems Support experience covering responsibilities detailed above</li> <li>• Proven analytical, troubleshooting, and problem-solving skills</li> <li>• Broad experience of IT with basic understanding of: <ul style="list-style-type: none"> <li>○ Networks</li> <li>○ Servers</li> <li>○ Audio/Visual,</li> <li>○ Smart Devices</li> <li>○ Telecoms</li> <li>○ Significant customer service experience</li> </ul> </li> <li>• Previous experience of managing contractors and associated health and safety risks</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an education environment</li> <li>• Familiarity with Motorola's Avigilon Security Suite</li> </ul>
<b>Skills/Abilities/Competencies</b>	<ul style="list-style-type: none"> <li>• Computer literacy, advanced user of Microsoft Office (Word, Outlook, Excel, PowerPoint)</li> <li>• Excellent interpersonal and communication skills (orally and in writing), with an ability to handle sensitive and confidential information</li> <li>• Experience in establishing effective professional working relationships with a range of internal and external stakeholders</li> <li>• Strong planning and organisational skills with the ability to meet deadlines whilst</li> </ul>	

	<p>working with conflicting demands</p> <ul style="list-style-type: none"> <li>• Ability to work independently and as a member of a team</li> <li>• Accuracy and strong attention to detail</li> <li>• Experience with supporting Microsoft Windows desktop operating systems and business productivity applications i.e. Office</li> <li>• Familiarity with user IT infrastructure – Desktops, Laptops, Printers, Handhelds, Smartphone etc</li> <li>• Understanding of DHCP, DNS, IP addressing and sub netting &amp; Basic understanding of fixing Wireless LAN, Ethernet desktop configuration issues</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Workplace flexibility and a willingness to adapt to change with regards to how and when work is progressed</li> </ul>	<ul style="list-style-type: none"> <li>• High professional and personal standards</li> <li>• Commitment to continuous professional development</li> </ul>
<b>Other requirements</b>		<ul style="list-style-type: none"> <li>• Occasional travel between sites is required, so having a driving license and own car would be beneficial</li> </ul>

## REMUNERATIONS AND OTHER CONSIDERATIONS

As an equal opportunities employer, ESMS is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join ESMS.

### **The post**

This is a permanent, full-time position available immediately (subject to satisfactory pre-employment checks).

<b>Hours of Work</b>	The hours of work will be full time, Monday to Friday 8.30am-4.30pm with 45 minutes unpaid for lunch, totalling a paid working week of 36.25 hours.
<b>Salary</b>	The salary is £31,027 per annum, which is point 25 on the ESMS Support Staff Salary Scale G.
<b>Holiday</b>	Entitlement is to 30 days' annual holiday leave plus 10 days' statutory holiday when the schools are closed. The Schools holiday year runs from January to December.
<b>Location</b>	The postholder will work across all sites, Ravelston, Queensferry Road and Inverleith. The role is site-based with opportunity to work from home.
<b>Eligibility</b>	ESMS is unable to sponsor the employment of international workers in this role. International applicants will therefore be unable to apply for and secure a Skilled Worker visa. The successful candidate will only be able to take up this role if they can demonstrate an alternative right to work in the UK.
<b>Pension</b>	Candidates will be enrolled automatically into the School's Pension Scheme.
<b>Staff Benefits</b>	Staff are offered a range of benefits including: free school lunch, use of the Schools' swimming pool and fitness room outside school hours and membership of the ESMS Discount and Benefits Scheme, including a range of discounts at 130,000 retail and entertainment locations, as well as access to our EAP provider, Care First.

**The closing date for applications is 12pm on Friday, 9 May. Interviews will be held shortly thereafter.**