Job Title:	Data Support Technician
Hours of Work:	Average of 37.5 per week but flexibility is required according to the needs of the Department. Lunch break will be 30 minutes unpaid.
Department:	ICT
Job Grade:	6
Accountable to:	Group Data Manager
Number of direct reports:	None
Budgetary responsibility:	None
Location:	Stowe School
Purpose of the role:	Support development, management, collection, and data creation to support application systems and processes. Support the Group Data Manager in running the school's day-to-day operations and coordinating efficient procedures for maintaining accurate data.

The Stowe Group

The Stowe Group of schools (Stowe, Ashfold, Swanbourne House and Winchester House) is situated on four separate sites in Buckinghamshire and Northamptonshire and educates children from 3-18 years. Within The Stowe Group there are more than 1,800 pupils and 800 members of staff. The schools occupy sites of historical significance in Swanbourne, Dorton, Brackley and the world-famous landscape gardens at Stowe, where we work with The National Trust to manage 880 acres and open the grounds to over 200,000 visitors a year. Stowe House is open to the public during the School holidays and for guided tours during term time. The Stowe Group is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. In 2021, The Stowe Group launched its transformational Change Makers vision and Change 100 programme.

Vision & Ethos

We are Change Makers

Stowe stands in the most sublime setting of any school in the world. Historic buildings, landscaped gardens and the very spirit of the Enlightenment sit at the heart of its founding. But, as this remarkable landmark enters its second century as a leading public school, we believe that beauty and tradition are not enough: our future vision for the School embraces change, uncertainty and the challenges that will face our pupils not just during their academic careers, but throughout the rest of their lives in a world which is increasingly complex and ambiguous. Within that volatile environment we see our pupils and staff as Change Makers. They will make a lasting impact not only while they are here at Stowe, but, perhaps more importantly, in the wider world. The history of this place, both as a stately home and as a pioneering school remains important to our mission of education, and at the heart of a Stowe education remains intellectual enquiry, academic curiosity and a love of learning. We strive for a balance of rights and responsibilities, equality and inclusion and to treat each pupil and member of staff as an individual. Our vision is inspired by a history of progressive thinking, and has been developed through collaboration with our pupils, parents, teachers, support staff, governors and alumni. Yes, we teach pupils how to excel in exams, but we also teach them how to collaborate, how to solve problems and how to think critically. Stowe is educating a generation of Change Makers ready to transform the world.

The Group's talented and committed workforce is one of our greatest strengths. We are committed to fostering team engagement, attracting, mentoring, developing and retaining our best teachers and support staff. We focus on employee wellbeing, provide opportunities for professional growth and we create a culture of community and partnership.

Key Tasks:

Key Responsibilities and Accountabilities:

- Effectively manage the accuracy of data records on the school systems with an exceptional eye for detail.
- Contribute effectively to designing, implementing and maintaining high-quality management information systems by using Microsoft 365 and other related applications effectively.
- Providing support, guidance and development for learning and administrative services within the Schools.
- To foster new ideas and experiences, participate and encourage initiative development, and embrace the change process as part of the working day.

Key Tasks:

1. To support the Group Data Manager in maintaining and deploying various school information systems such as iSAMS, SOCS, MySchool portal, ALPS etc. across the Group
2. To support the development of Microsoft 365 tools related to the automation of workflows.
3. To maintain accurate and timely data entry on various school information systems.
4. To cleanse and transfer data between different data applications while maintaining data integrity and security as outlined in the data protection policy.
5. To support the Group Data Manager in updating, producing regular data analysis and reports.
6. To configure and provide data access to the third-party organisation in accordance with department data policies.
7. To monitor the school's helpdesk software and manage requests related to data systems from all stakeholders.
8. To manage and respond to helpdesk tickets in a timely manner
9. To provide support and necessary training to staff, parents and pupils on effectively using school data systems.
10. Create support documentation, videos or guides to assist with training for all stakeholders.
11. Create and maintain reports for all different business functions with visual data elements and use them to generate dashboards.
12. Liaise with other teams across the schools to provide data solutions.
13. Take ownership of maintaining accurate data systems and liaise with the respective vendors on fault resolution.
14. To be able to apply GDPR principles in a school environment.
16. To ensure adherence to statutory Health and Safety and Data Protection Legislation at all times.
17. To undertake ad-hoc duties as requested by the Group Data Manager or Group Director.

Person Specification: The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form		
Attributes	**Essential**	**Desirable**
Qualifications	• Educated to NVQ level 3 or equivalent experience in data systems.	• Recognised qualification or vendor certificate related to data design and analysis.
Specialist Skills and Experience	• Experience in supporting data systems and strong report writing and presentation skills. • Experience in a customer service-related role within an organisation • Evidence of strong communication skills and the ability to train staff with highly varied skill sets. • Passionate about delivering efficient and effective data reports • Excellent Excel skills - including developing reports, troubleshooting issues, analysis and testing • High level of attention to details	• Experience using SQL, data queries or Power BI • Experience working in a school environment. • A background with SharePoint Microsoft 365 Windows or data systems like iSAMS/SOCS. • Basic IT troubleshooting skills, including Microsoft Office suite, Office 365 and servers
Personal Qualities	• Pleasant, helpful personality. Flexible and energetic • Ability to time manage multiple tasks, projects and priorities. • Ability to train groups of people. • Awareness of information security and GDPR guidelines. • Ability to communicate within a team and problem-solve. • Readiness to take responsibility for the resolution of problems. • Willingness to take on new skills.	
This job description and Person Specification reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder		
Date Agreed: July 2025		

Value scales:

This value is the least important to the role	This value has some significance to the role	This value is desirable to the role but not essential	This value is important to the role	This value is essential to the role
1	2	3	4	5

In the role of Data Support Technician we are looking for Change Makers who are (please highlight as appropriate):

Professional:	1	2	3	4	5
Creative Problem Solvers:	1	2	3	4	5
Kind:	1	2	3	4	5
Flexible:	1	2	3	4	5
Collaborative:	1	2	3	4	5
Communicator:	1	2	3	4	5