



PRAESTAT OPES SAPIENTIA

# HAMPTON SCHOOL

## IT TECHNICIAN

### JOB DESCRIPTION

(Full Time Appointment)

**Job Title:** IT Technician  
**Reporting Line:** Senior IT Technician (IT Operations Manager in absence of Senior IT Technician)  
**Location:** Hampton School

#### Hampton School

Hampton is one of the country's foremost independent schools for boys and for nearly 460 years, has been helping boys to fulfil their potential and realise their aspirations. We are delighted that our examination results and university entrance record consistently rank among the very best achieved anywhere.

Hampton is a lively, friendly and caring community, where innovative teaching is underpinned by strong shared values and complemented by truly outstanding pastoral care. We aspire to enable our boys not only to make sense of the world but also to want to go out and improve it.

The remarkable range of co-curricular activities on offer here provides each boy with the opportunity to shine and the means to explore new interests. Nearly all leavers go on to undergraduate courses at elite UK universities or medical schools. Around 30 Hampton boys gain places at Oxford and Cambridge each year; an increasing number go on to study at American Ivy League universities, often on academic and sporting scholarships.

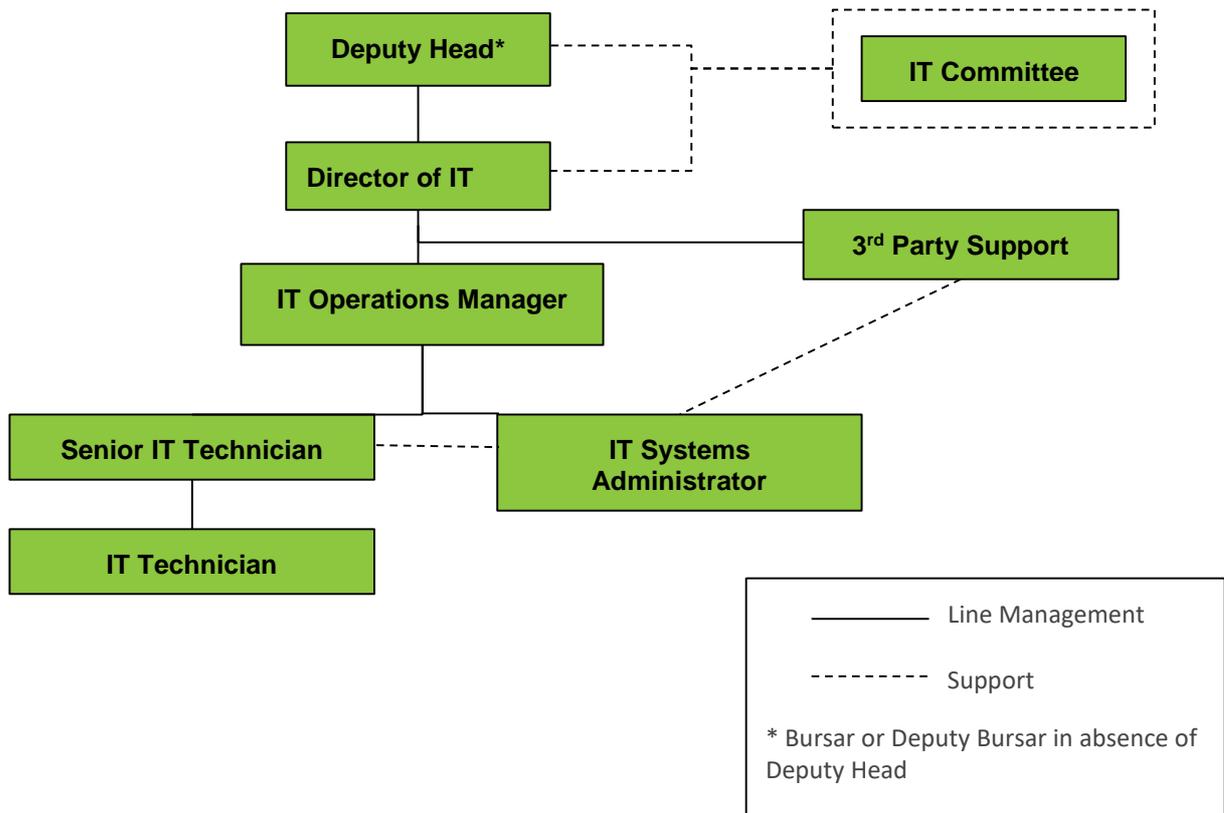
Situated on a greenfield site in a leafy suburb of South West London we are fortunate to have over 27 acres of playing fields within our spacious grounds and a continual investment programme ensures that our pupils enjoy the use of excellent facilities. These include a state-of-the-art all-weather 3G sports ground, a large sports hall and The Hammond Theatre, our exceptional library and specialist facilities for Art, Science, Technology, ICT and Languages and we are looking forward to the opening of our new Sixth Form Centre in 2018. The Millennium Boat House, shared with neighbouring Lady Eleanor Holles, enjoys a prime location on the nearby River Thames and provides the focal point for our internationally renowned and highly successful Boat Club.

Our visitors from the Independent Schools Inspectorate (ISI) in March 2016 concluded that Hampton's academic and all-round excellence merited the rarely-awarded ISI assessment that pupils' achievements and learning are 'Exceptional'.

If you share our vision for supporting an inspiring, modern and exciting education, we invite you to apply to work at Hampton.

## Structure

The IT structure will be:



## Role Description

The IT technician is responsible for providing day-to-day support across the Trust. They will be responsible for responding to IT support requests in accordance with the helpdesk procedures and priorities. The candidate must ensure they deliver a high quality service to all users in line with the Trust's service level agreements.

## Previous Experience

The successful candidate will have a minimum two years IT technician or first / second line support experience. They will ideally possess a recognised academic qualification or experience appropriate to the role. Ideally the successful candidate will have previous experience in working within the education sector.

## Operational Duties 80%

Responsible for:

- Providing first line support to all users in line with the helpdesk procedures and priorities to ensure appropriate service levels are maintained and issues resolved satisfactorily.
- Maintaining regular communication with users (Approx. 2000) whilst resolving their logged issues.
- Supporting and maintaining all Trust owned user technology including desktops, software, laptops, printers, and mobile technology.
- Proactively review the full IT services technology estate to provide high quality service standards.
- Proactively walking all sites and checking IT equipment in order to log any faults and damage in the IT helpdesk.
- A wide range of technical duties primarily in connection with maintaining, upgrading and

replacing IT installations (hardware and software).

- Resolving performance issues of any IT and audio-visual hardware, software and cabling.
- Reporting any recurring issues to the senior IT technician and IT Operations Manager.
- Maintaining an accurate and complete asset register of all IT services assets.
- Testing equipment and supporting internal and external events where IT support is required.
- Escalating challenges to the senior IT technician or IT Operations Manager as applicable.
- Setting up and decommissioning hardware following the school's procedures.
- Testing equipment and supporting internal and external events where IT support is required.
- Replacing computer peripherals when required.
- Maintenance on hardware including cleaning projector filters, replacing bulbs and cable management.
- Replacing toner for departmental photocopiers and printers on a regular basis.
- Updating the asset management system with direction and approval from the Senior IT Technician.

### **Project and Development Duties 20%**

Responsible for:

- Identifying IT service improvements and providing feedback on areas for improvement.
- Supporting the successful delivery of any new projects or developments.
- Supporting the IT team to install any new IT hardware and services.
- Driving personal continued professional development, in line with the Trust's CPD model and IT requirements.

### **Other**

- To undertake the role of fire Marshal and First Aider as required. Training would be provided.
- To undertake any other duties as reasonably required.

### **Experience and Knowledge**

Experience with:

- Supporting, troubleshooting and resolving issues in a wide variety of computer and AV hardware including cabling and peripherals.
- Windows and Apple Mac systems, software and services.
- Working using structured helpdesk policies and procedures in a support environment, ideally education.

### **Skills and Aptitudes**

Able to:

- Work and achieve results under pressure, while remaining calm.
- Work in a busy environment and seek information from several sources before acting.
- Communicate politely and effectively at all times to a wide range of users, key stakeholders and external organisations.
- Discuss and explain technical issues to non-technical users.
- Work well within a team environment.
- Balance concurrent tasks.
- Continually develop their own skills and knowledge 'on the job' and through agreed professional development.

### **Training**

To attend INSET training outside the school where appropriate to increase competence, proficiency and safety awareness.

**Please note** that there may be some changes and additions to the above, which will be discussed before implementation and changes may occur as the post develops. This document is designed to provide applicants with a “flavour” of the position and responsibilities.

### **Salary**

The remuneration package will be commensurate with the skills and experience of the successful candidate. Salaries are paid by bank transfer on the 25<sup>th</sup> of the month, or next working day thereafter, in 12 equal payments.

### **Safeguarding**

The post-holder’s responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with the School’s Safeguarding Policy and Procedures at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School’s Designated Safeguarding Lead or to the Headmaster.

### **Equal Opportunities**

It is the policy of Hampton School to provide equal employment opportunities for all qualified individuals; and, to prohibit discrimination in employment on any basis protected by applicable law, including but not limited to race, colour, religious creed, marital status, sex, sexual orientation, ancestry, national origin, age, medical condition or disability. Hampton School promotes equal employment opportunities in all aspects of employment through positive employment policies and practices.

**Hampton School – January 2017**