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HAMPTON SCHOOL

IT SYSTEMS ADMINISTRATOR

JOB DESCRIPTION

(Full Time Appointment)

Job Title: IT Systems Administrator
Reporting Line: IT Systems Manager, Director of IT (in absence)
Location: Hampton School

HAMPTON SCHOOL

Hampton is one of the country's leading, most successful and best-resourced independent schools and has been helping boys to fulfil their potential and realise their aspirations for nearly 460 years. We are a lively, friendly and caring School community, where innovative teaching is underpinned by strong shared values and complemented by 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 School's examination results and university entrance record consistently rank among the best achieved anywhere, while our extensive range of co-curricular activities provides each boy with the opportunity to shine and the means to explore new interests. Nearly all Hampton leavers go on to undergraduate courses at Russell Group or equivalent universities. 20-30 boys are offered places at Oxford and Cambridge each year; an increasing number go on to study at US Ivy League universities, often on academic and sporting scholarships. Our alumni network is extremely strong and former pupils remain very interested in their School, in no small part due to the exceptionally warm and mutually respectful relationships enjoyed between Hampton staff and their pupils.

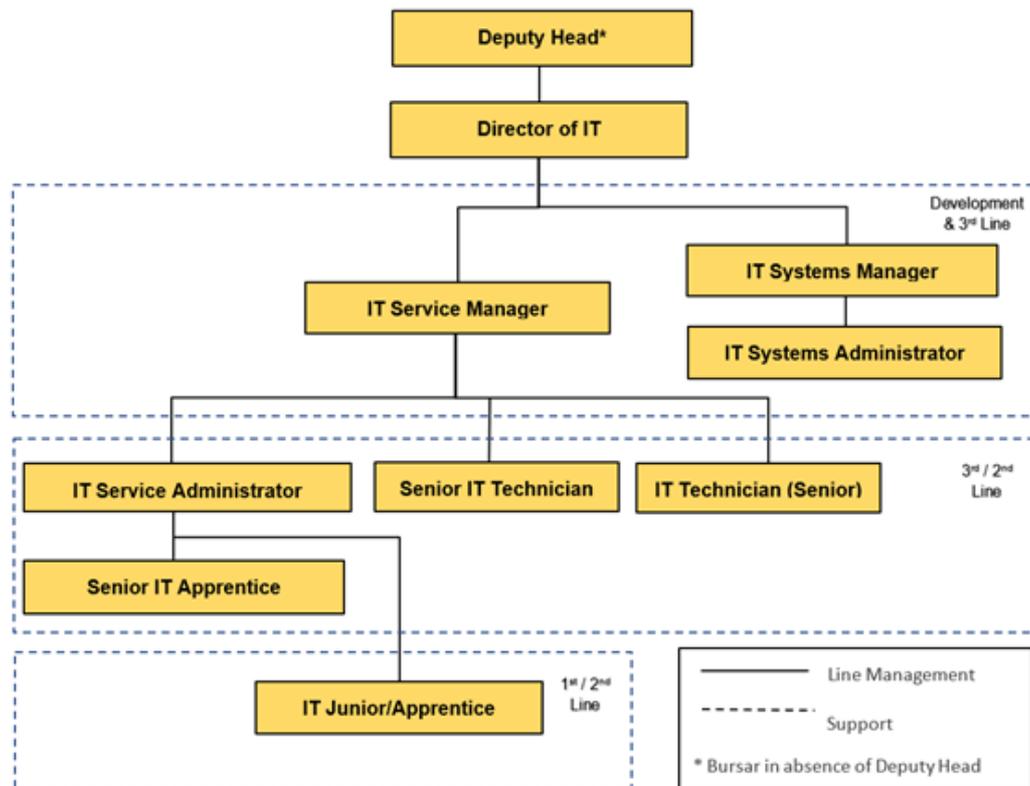
Situated on a green field site in a leafy suburb of South West London, we are fortunate to have over 27 acres of playing fields within our spacious grounds and a generous investment programme ensures that pupils and staff benefit from first-class facilities across all areas of School life. These include a state-of-the-art 3G sports ground, a large Sports Hall and The Hammond Theatre, along with an excellent library and specialist facilities for Art, Music, Science, Technology, IT and Languages and our recently opened Sixth Form Study and Careers Centre. The Millennium Boat House, shared with our neighbouring girls' school, Lady Eleanor Holles, enjoys a prime location on the nearby River Thames and provides the focal point for our renowned and highly successful Boat Club.

Visitors from the Independent Schools Inspectorate (ISI) concluded in March 2016 that Hampton's academic and all-round excellence merited the rarely awarded ISI assessment of pupils' achievements and learning being 'Exceptional'. The inspection team's findings in all other areas were similarly pleasing and the highest possible judgements were achieved across the board. A copy of the full ISI report can be found on the School website.

We hope you share our vision for an inspiring, modern and exciting education. Further information for applicants can be found at <https://hamptonschool.org.uk/teachingathampton>

Structure

The IT structure will be:



THE ROLE

The IT Systems Administrator will be responsible for the Trust's IT systems on a day to day basis, ensuring that they are secure, reliable and that appropriate service levels are maintained. The successful candidate will be accountable for continuously reviewing the school's systems and recommending suitable development and / or project work to the IT Systems Manager and Director of IT. They must assist in developing the technical road-map that aligns to the school's strategy for IT. The candidate will also have the technical skills and expertise to deliver a range of development work in-house and be able to seek and manage support from subject specialists, as required.

Throughout the week they will provide third line support as a point of technical escalation for the service department, via the Service Manager or Administrator. The successful candidate will be willing to provide both first- and second-line support as required.

They will also lead in scoping systems requirements and delivering development work. The successful candidate will collaboratively work with the IT Systems Manager, IT Service Manager and IT Service Administrator.

Previous Experience

The successful candidate will have experience of supporting systems and services in a technical capacity, reporting to management and will have worked for a minimum of five years within similar roles.

Service Duties 50%

Responsible for:

- Managing, maintaining and supporting the Trust's IT systems, including their integrity, security, maintenance, availability and reliability.
- Daily monitoring of the performance of the Trust's IT systems and reporting to the IT Systems Manager, and in absence Director of IT.
- Develop and action maintenance schedules.
- Updating the IT Service Manager or IT Service Administrator of any system issues that would impact service operation, and where appropriate first- and second-line staff.
- Troubleshooting and implementing a root fix for systems related issues.
- Resolving issues impacting Trust services, including liaising with third party suppliers.
- Resolving recurring issues that are impacting the systems across the Trust.
- Regularly reporting to the IT Systems Manager on the status of the systems, and any known risks and issues.
- Ensuring issues that are impacting critical Trust systems or causing site-wide outage are resolved in a timely manner in line with the departments' standards.
- Providing third line support across the Trust.
- Providing support on issues that have been escalated from service; and where required implementing the fix whilst ensuring the members of the service team involved are given training on how the issue was resolved.
- Providing technical training to the service team so they can develop their ability to provide greater support; subsequently enabling this role to carry out more in-house development.
- Providing first and second line support when required to do so.
- The creation and maintenance of systems documentation, and where appropriate allocating to other members of the team.
- Working with the IT Service Manager to identify technical limitations in knowledge within the team and delivering technical training.
- Creating monthly reports on the systems.
- Providing, enabling and coordinating out of hours support for scheduled and emergency scenarios.
- Ensuring systems downtime is communicated to users following prior discussion with the IT Systems Manager and Director of IT.
- Following the departments working practices, standards and ethos.

Systems and Development Duties 50%

Responsible for:

- Regularly reviewing the Trust's systems and providing recommendations to the IT Systems Manager and Director of IT on suitable improvements.
- Working with the IT Services team and stakeholders to appropriately specify and implement new (or changes to existing) systems and services in line with IT strategy.
- Leading on developing the Trust's systems in line with legal obligations and operational needs.
- Delivering service requests and systems development in line with the departments policies and processes.
- Liaising with the service team to understand and implement solutions for recurring service issues that could be resolved by further development or improvements to the Trust's systems.
- Planning and implementing systems changes and project work in line with the needs of the

Trust. This may include areas such as scope, design, implementation, test, and handover.

- Working with third party suppliers to technically scope, assure and implement new systems, enhance or fix existing systems.
- Delivering handover training to the IT team on any system changes or developments which will impact their day to day role.
- Carrying out annual audits on the Trust's systems including cyber security; including working with third party auditors.
- Regularly reporting to the IT Systems Manager, and where required Director of IT and Deputy-Head, on the status of the Trust's systems and any development work; including risks, issues and opportunities.
- Accountable for driving personal continued professional development, in line with the Trust's CPD model and IT requirements.
- Developing the departments knowledge on the school's systems through appropriate training.

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.

PERSON SPECIFICATION

The successful candidate is likely to be able to demonstrate the following skills, qualifications and experience:

Experience and Knowledge

Experience with:

- Developing, managing and supporting systems, services, networks, and infrastructure.
- Providing IT services for a large number of users (approx. 2000), such as filtered web access, data storage, email services, networked printing, backups, and various software packages.
- Current IT best practice, standards, and statutory requirements.
- Virtual platforms including servers, storage and backups.
- Multiple versions of Windows Server.
- Supporting SQL servers.
- Management information systems.
- Mobile device management systems.
- Active Directory setups.
- Email platforms, both local and cloud based.
- Network services such as DHCP, DNS, LDAP, 802.1x, wireless, and VPN.
- Firewall and filtering.
- Windows and Apple Mac systems, software and services.

Skills and Aptitudes

Able to:

- Analyse issues, make informed judgments, take appropriate action and accept responsibility for results.
- Discuss and explain technical issues to non-technical stakeholders.
- Adjust and adapt working practices to accommodate requirement changes.
- Assign work to others, whilst supporting and empowering them to undertake tasks at the same time maintaining accountability.

- Provide direction and coaching to others to enable achievement of objectives.
- Identify and meet the needs of all key stakeholders in order to deliver a high quality service.
- Take a long-term view and develop successful strategies through effective planning.
- Learn new technologies outside of traditional practice based on the strategic requirements.
- Track, review and assess new and evolving hardware technologies and make recommendations on how they should be incorporated into the school (where appropriate).

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

Equal Opportunities

It is the policy of Hampton School to provide equal employment opportunities for all qualified individuals; 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.

Safeguarding

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons 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 Safeguarding Designated Persons or to the Headmaster.

Training

Where necessary, to undergo on the job training or attend INSET outside the School to increase competence, proficiency and safety awareness.

Salary

This is a full-time appointment based at Hampton School and a suitably attractive benefits package is available, including a competitive salary commensurate with the successful candidate's skills and experience.

Payment will be made on the 25th of the month or the next working day thereafter by credit transfer into a bank, building society or other account of your choice. The Governors review salary Scales each year to ensure they remain competitive and is paid by bank transfer on the 25th of the month, or next working day thereafter, in 12 equal payments.

The Hampton School Trust Governors also currently offer the following non-contractual benefits to staff, subject to any terms and conditions and the School's eligibility requirements: private medical insurance (PHC); death-in-service benefit insurance policy; a Mediacash healthcare cash plan; Pension Scheme, personal accident insurance, School fee remission, cycle to work scheme, free lunch, free on-site parking and sports & fitness facilities.

The role will be based at Hampton School, Hanworth Road, TW12 3HD which is located within walking distance of South Western train line (zone 6).

Please note that the above list is not exhaustive and that non-contractual benefits are provided at the discretion of the Governors.

Hours

This is a full-time position and working hours will be agreed at time of appointment. Additional work, if required, is to be discussed and agreed in advance with the IT Director and in their absence, Bursar. The remuneration package includes pay for holidays.

Offers of employment will be made on merit and suitability of qualifications and experience, in pursuit of our policy of equal opportunities.

The School reserves the right to offer the post at any stage in the appointment process.

Further details of the School are available on the website.

Please note all appointments are subject to the Hampton School Trust Recruitment, Selection and Disclosure Policy and Procedure.

April 2019