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HAMPTON SCHOOL

IT Technician (Apprenticeship applications welcome)

JOB DESCRIPTION

To start as soon as possible

Job Title: IT Technician
Reporting Line: IT Service Administrator
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.

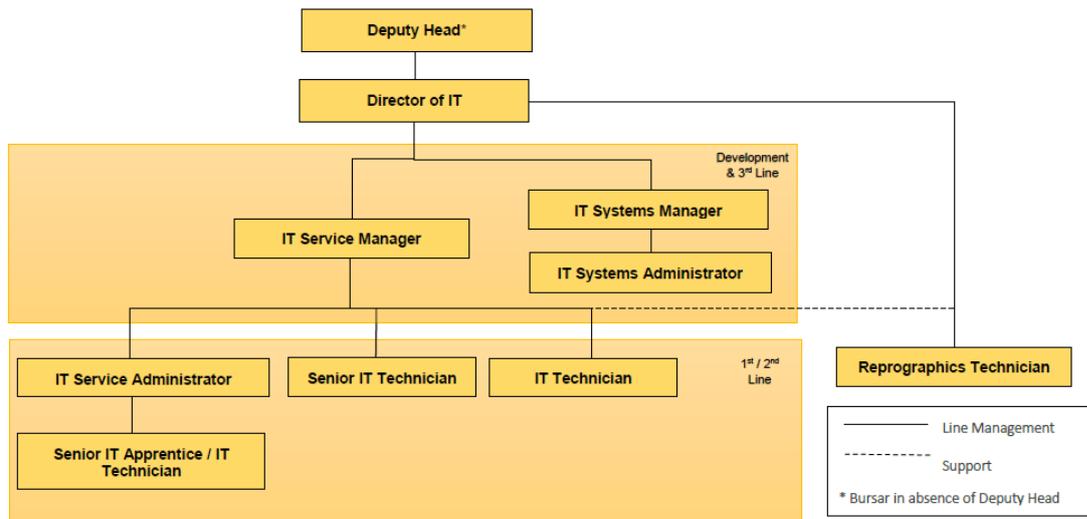
The School's examination results and university entrance record consistently rank among the best achieved anywhere, while our extensive range of co-curricular activities provides each boy with the opportunity to shine and the means to explore new interests. Nearly all Hampton leavers go on to undergraduate 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, Engineering, 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.

Structure

The IT structure will be:



THE ROLE

The IT Technician will provide first and second line support to users across the Trust and assist the IT services team to deliver a quality service. This role will be ideal for an enthusiastic individual who is looking to continue develop their IT knowledge, skills and career opportunities in a supported environment.

If applying as an Apprentice basis the apprenticeship will last for 24 months and will lead to a Level 4 Network Engineer qualification.

Job Responsibilities

Service Duties

Responsible for:

- Providing first- and second-line support.
- Troubleshooting support calls which have been logged on the IT Service Desk.
- Responding to user requests and maintaining communication in line with the service-desk guidelines.
- Answering the IT Services phone to log and resolve queries raised by staff.
- Proactively walking the school sites to check IT equipment and log any faults or damage in the service-desk.
- Setting up and decommissioning IT resources following the school's procedures.
- Replacing IT peripherals when required.
- Carrying out maintenance on hardware.
- Updating the asset management system with direction and approval from the IT Service Administrator.
- Providing out of hours support for scheduled and emergency scenarios.
- Following the departments working practices, standards and ethos.
- Escalating any IT issues or challenges to the IT Service Administrator.
- Accountable for driving personal continued professional development, in line with the Trust's CPD model and IT requirements.

- Identifying IT service improvements and providing feedback on areas for improvement.
- Supporting the successful delivery of new projects or developments.

If applying as an Apprentice the following will apply:

Personal Development and Accreditation

- The school will support the apprentice through the course including time off for tuition, revision, exams and coursework in agreement with the course provider.
- The school will also aid in developing the technical competencies outlined as part of this role.
- The areas the school will try to develop include but are not limited to, the ability to:
 - design simple networks or understand what makes up a network,
 - install and configure network components such as switches,
 - understand how routers and firewalls are configured and installed,
 - understand how the school's monitoring tools are made up and used to aid the successful operation of the systems,
 - undertake system upgrades for hardware and software,
 - develop written requirements, technical specifications and documentation.
- The training will be provided in a controlled manner and will predominately involve shadowing when working on live systems. The school expects the successful candidate to demonstrate commitment to supporting the department and their professional development. Structured commitment will aid greater development.

Other

- To act as Fire Marshal and First Aider as required. Training will be provided.
- Any other reasonable tasks required by the IT Director, Headmaster and/or Bursar in association with the above role.

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

Personal Specification

The successful candidate will demonstrate the following essential skills, experience and qualifications:

- A minimum of five GCSE's grade C and above which includes Maths, English and ideally ICT or Computer Science
- Completed a Level 3 apprenticeship program in an IT related topic i.e. Level 3 Service Management or Level 3 Infrastructure Technician
- Enrolled on (or eligible to enrol on) an accredited Level 4 Network Engineer Apprenticeship course (if applying as an Apprentice)
- A commitment to the safeguarding and wellbeing of pupils
- Logical and analytical thinking skills that aid troubleshooting and problem solving
- The ability to identify and complete work independently, including taking responsibility
- Ability to use own initiative and demonstrate energy, commitment and enthusiasm
- The ability to communicate politely and in a timely manner at all times
- Excellent organisational skills
- The ability to be flexible and adaptable in a fast paced environment
- The ability to be proactive and ask for support as required
- To regularly challenge and improve skills and knowledge in a structure manner

- The ability to work on their own initiative
- Excellent IT skills across the MS Office Suite
- Excellent written and oral English
- A smart appearance, professional and polite demeanour
- A willingness to assist and deal confidently with colleagues
- Awareness of the importance of data security and confidentiality

Probation periods will be conducted in partnership with the course provider's feedback.

Training

- The school will support the apprentice through the course including time off for tuition, revision, exams and coursework in agreement with the course provider.
- Where necessary, to undergo on the job training and/or to attend INSET training outside the School where appropriate to increase competence, proficiency and safety awareness.

Salary

The salary will be up to £21,181 per annum. 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 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 Medicash healthcare cash plan; Pension Scheme, personal accident insurance, School fee remission, cycle to work scheme, free lunch, free on-site parking, sports & fitness facilities and counselling.

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).

Hours

This is a full-time position and working hours will be 8.30am - 5.00pm, Monday – Friday. Additional work, if required, is to be discussed and agreed in advance with the IT Director and in their absence, the Bursar.

The remuneration package includes pay for holidays. Staff are required to be at School on INSET and Open Days.

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

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.

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.

If any special requirements are needed to attend an interview, please inform the School.

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

Sept 2020