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# HAMPTON SCHOOL

## SENIOR IT TECHNICIAN

### JOB DESCRIPTION

(Full Time Appointment)

**Job Title:** Senior IT Technician  
**Reporting Line:** IT Service Manager (IT Systems Administrator 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.

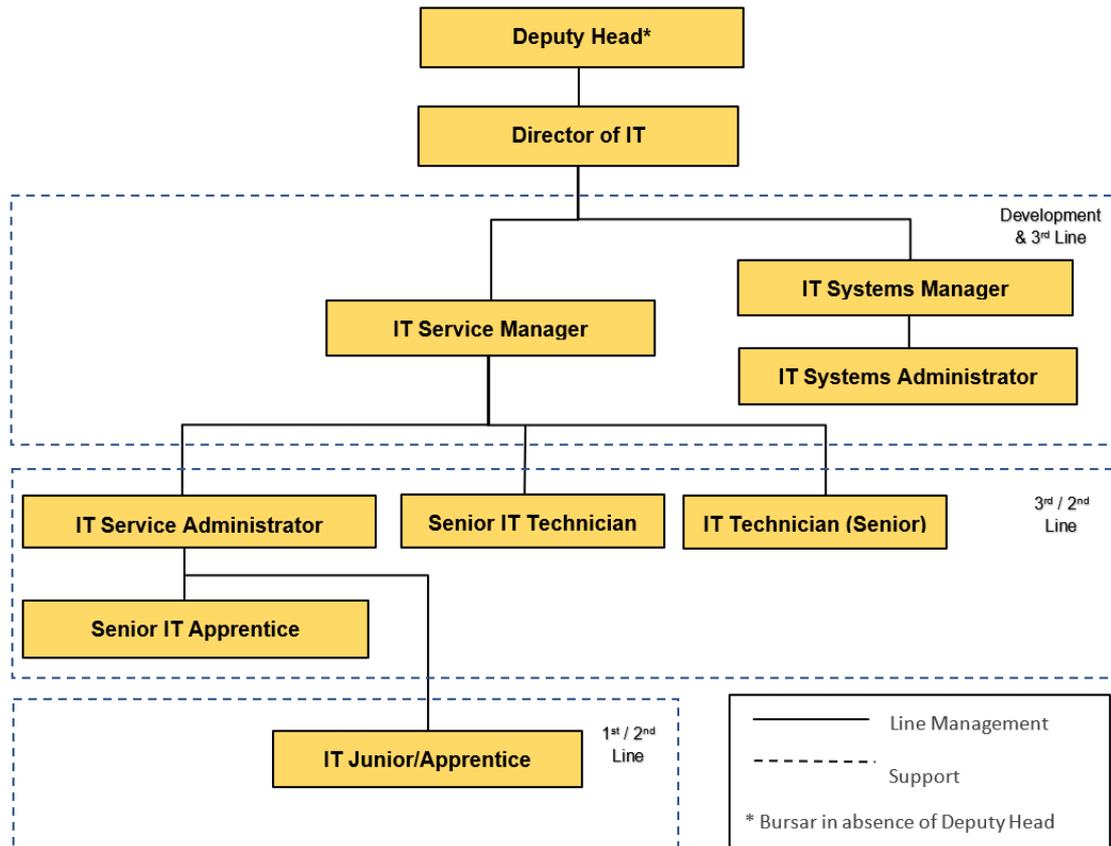
Situated on a green field site in a leafy suburb of South West London, we are fortunate to have over 27 acres of playing fields within our spacious grounds and a generous investment programme ensures that pupils and staff benefit from first-class facilities across all areas of School life. These include 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:



### ROLE DESCRIPTION

The senior IT technician is responsible for providing 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> line support at the school, whilst supporting other members of the team. The candidate must ensure they deliver a high-quality service to all users in line with the school's service level agreements, and following the department policies, processes and procedures.

### Previous Experience

The successful candidate will have a minimum of five years of experience in a similar type of role. They will ideally possess a recognised academic qualification or experience appropriate to the role. They must be able to comfortably provide support up to and including third line. Appropriate training will be made available for school specific systems, but the successful candidate must have existing skills, knowledge and approach in this area.

### Operational Duties 70%

Responsible for:

- Providing second-line and third-line support to all users / schools across the Trust in line with the helpdesk procedures and priorities.
- Providing first line support when required to do so.
- Fault solving recurring problems and implementing root fixes.
- Acting as an escalation role for the first- and second-line support staff, ensuring recurring issues are addressed.
- Ensuring appropriate service levels are maintained and issues resolved.
- Maintaining regular communication with users whilst resolving their logged issues.

- Encouraging users to adopt good IT practice and ensure correct and appropriate use of IT.
- Supporting, maintaining and upgrading all Trust owned IT.
- Proactive reviews of the IT estate to proactively log faults in the IT helpdesk. This includes but not limited to walking all sites and checking equipment.
- Providing reports to the IT services manager and IT service administrator on areas of improvement or concern.
- Proactively working with the systems team to identify longer term solutions to recurring service issues, whilst keeping the IT service manager and service administrator informed.
- Maintaining an accurate and complete asset register of all IT services assets.
- Using documentation daily and supporting in the creation and maintenance of both new and existing.
- Testing equipment and supporting internal and external events where IT support is required.
- Escalating challenges to senior members of the department or third parties using a structured fault solving approach.

### **Project and Development Duties 30%**

Responsible for:

- Supporting in identifying IT service and client device improvements.
- Supporting the successful delivery of any new projects or development priorities.
- Participating in creating departmental processes and procedures, linked to agreed policies.
- Working with the systems team to obtain 'on the job' and handover training for any new developments or changes.
- Supporting the systems team to install, support and maintain IT hardware and services.
- Driving personal continued professional development, in line with the school's CPD model and IT requirements.
- Supporting the IT technician and apprentice's development plans linked to the Trust's strategy / 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.

### **PERSON SPECIFICATION**

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

#### **Experience and Knowledge**

Experience with:

- Supporting, troubleshooting and resolving issues for approximately 2000 users.
- Supporting systems and services in a second- and third-line capacity.
- Supporting networks and infrastructure in a second- and third-line capacity.
- Windows and Apple Mac systems, software and services.
- Active Directory.
- Office365.
- Mobile device management systems.
- Management information systems.
- Network services such as 802.1x and wireless.
- Current IT best practice, standards, and statutory requirements.
- Working using structured helpdesk policies and procedures in a support environment.
- IT service support methodologies such as ITIL.

## **Skills and Aptitudes**

Able to:

- Work and achieve results under pressure, while remaining calm.
- Analyse issues, make informed judgments, and take appropriate action.
- Make decisions and implement long term solutions opposed to short term fixes.
- Work in a busy environment and seek information from several sources before acting.
- Making informed decisions.
- Always communicate politely and effectively 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

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**

The salary will be commensurate with experience. Payment will be made on the 25<sup>th</sup> 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 25<sup>th</sup> 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 Medicash 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***