APPOINTMENT OF

IT SYSTEMS ADMINISTRATOR

FULL TIME TO START AS SOON AS POSSIBLE

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 over 460 years.

We are a lively, friendly and caring School community, in which 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. Hamptonians are expected to aspire to personal best while supporting those around them with kindness and respect.

The School's examination results and university entrance record consistently rank among the best achieved anywhere. Nearly all Hampton leavers go on to undergraduate courses at Russell Group or equivalent universities. Around 20 Hamptonians are offered places at Oxford and Cambridge annually and a significant number move on to global top 10 universities; we also support pupils who wish to study at universities in North America, some of whom secure academic and/or sporting scholarships.

Our alumni network is extremely strong and former pupils remain very committed indeed to 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 sportsground, 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 a superb 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 Boat Club.

The School was judged to be excellent (the highest possible recognition) across all categories by the Independent Schools Inspectorate (ISI) in May 2023. Inspectors found that Hamptonians' achievements are exceptional across academic and co-curricular areas of School life and concluded that 'outstanding analytical and thinking skills' lead to academic achievements 'far and above national and worldwide averages'. The ISI team also highlighted Hamptonians' excellent personal development and concluded that 'Pupils are open-minded and tolerant and have a clear sense of justice, successfully fulfilling the school's aims for them to make sense of the world, to want to make a difference for good, and to aspire to personal best while supporting those around them with kindness and respect'. A copy of the full ISI report can found on the School website and a summary booklet of the inspection team's key findings is linked here.

IT SYSTEMS
ADMINISTRATOR

Hampton is one of the country's foremost academically selective independent schools and this is an excellent opportunity to join a vibrant and successful department in a happy, high-achieving setting.

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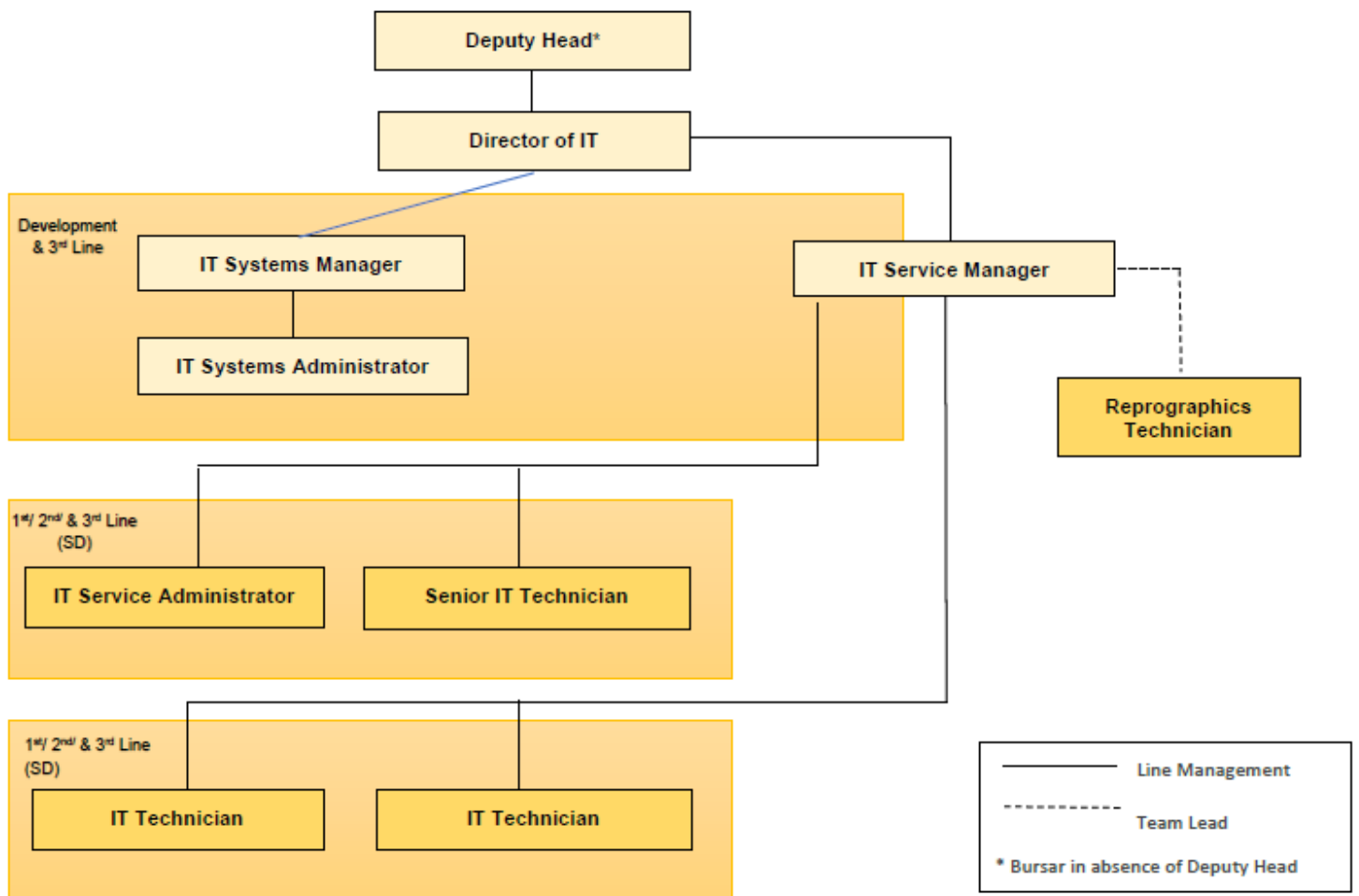
Throughout the week they will provide third line support as a point of technical escalation for the service department, via the Service Manager or Administrator. The successful candidate will be willing to provide both first and second-line support as required.

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.

Hampton is one of the country's foremost independent schools and equity, diversity and inclusion are fundamental to our ethos and the School has a thriving partnerships programme.

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.

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Deputy Head*
      |
Director of IT ─────────────────────────────┐
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┌─────────────────────────────────────┐     |
│ Development        IT Systems Manager │    IT Service Manager ┄┄┄┐
│ & 3rd Line              |             │           |            ┊
│                  IT Systems           │                       ┊
│                  Administrator        │              Reprographics
└─────────────────────────────────────┘              Technician
┌─────────────────────────────────────┐
│ 1st/ 2nd & 3rd Line                   │
│ (SD)                                  │
│  IT Service Administrator    Senior IT Technician │
└─────────────────────────────────────┘
┌─────────────────────────────────────┐
│ 1st/ 2nd & 3rd Line                   │
│ (SD)                                  │
│     IT Technician          IT Technician │
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Legend:
- ───────── Line Management
- --------- Team Lead
- * Bursar in absence of Deputy Head

KEY RESPONSIBILITIES

Service Duties 50%

- Managing, maintaining and supporting the Trust's IT systems, including their integrity, security, maintenance, availability and reliability
- 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
- 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 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 tra\ining 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
- 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.

Systems and Development Duties 50%

- 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 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 requirement
- Developing the departments knowledge on the school's systems through appropriate training.

PERSON SPECIFICATION

The successful candidate will be able to demonstrate the following skills, qualifications and experience.

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:

- 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).

OTHER

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

Please note that there may be some changes and additions to the above. This document is designed to provide applicants with a "flavour" of the position and responsibilities and is not necessarily comprehensive, however, the employee may be called on to perform other tasks as directed by the Headmaster or anyone acting on their behalf.

TRAINING

- Where necessary, to attend INSET training outside the school or to undergo on the job training under the general direction of the Head of Department to increase competence, proficiency and safety awareness.

SALARY

Hampton has its own generous salary scale and benefits package. The salary will be commensurate with skills and years' experience and confirmed at time of appointment.

The Governors review salary Scales each year to ensure they remain competitive; it is paid by bank transfer on the 25th of the month.

This is a permanent full time position, Monday to Friday. Being a school, ideally the role would be based on site, however consideration will be given to hybrid working if required.

The Hampton School Trust Governors 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; enrolment in an appropriate Pension Scheme, personal accident insurance, School fee remission, cycle to work scheme, lunch, sports facilities and counselling.

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

EQUAL OPPORTUNITIES

SAFEGUARDING

Equity, diversity and inclusion are fundamental to our ethos. 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.

If any special requirements or access arrangements are required to attend an interview, please inform the School.

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

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact will be to adhere to and ensure compliance with the School's Safeguarding Policy and Procedures at all times. 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.

This post involves working with children, it is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children.

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

For an informal discussion about the role and requirements, please contact Human Resources via **recruitment@hamptonschool.org.uk** or call **020 8979 5526**.

Further details about the post and an application form are available on the School website's vacancies page.

Hampton School, Hanworth Road, Hampton, Middlesex, TW12 3HD

www.hamptonschool.org.uk