



APPOINTMENT OF

IT TECHNICIAN

APPRENTICE APPLICATIONS WELCOME

FULL TIME



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.

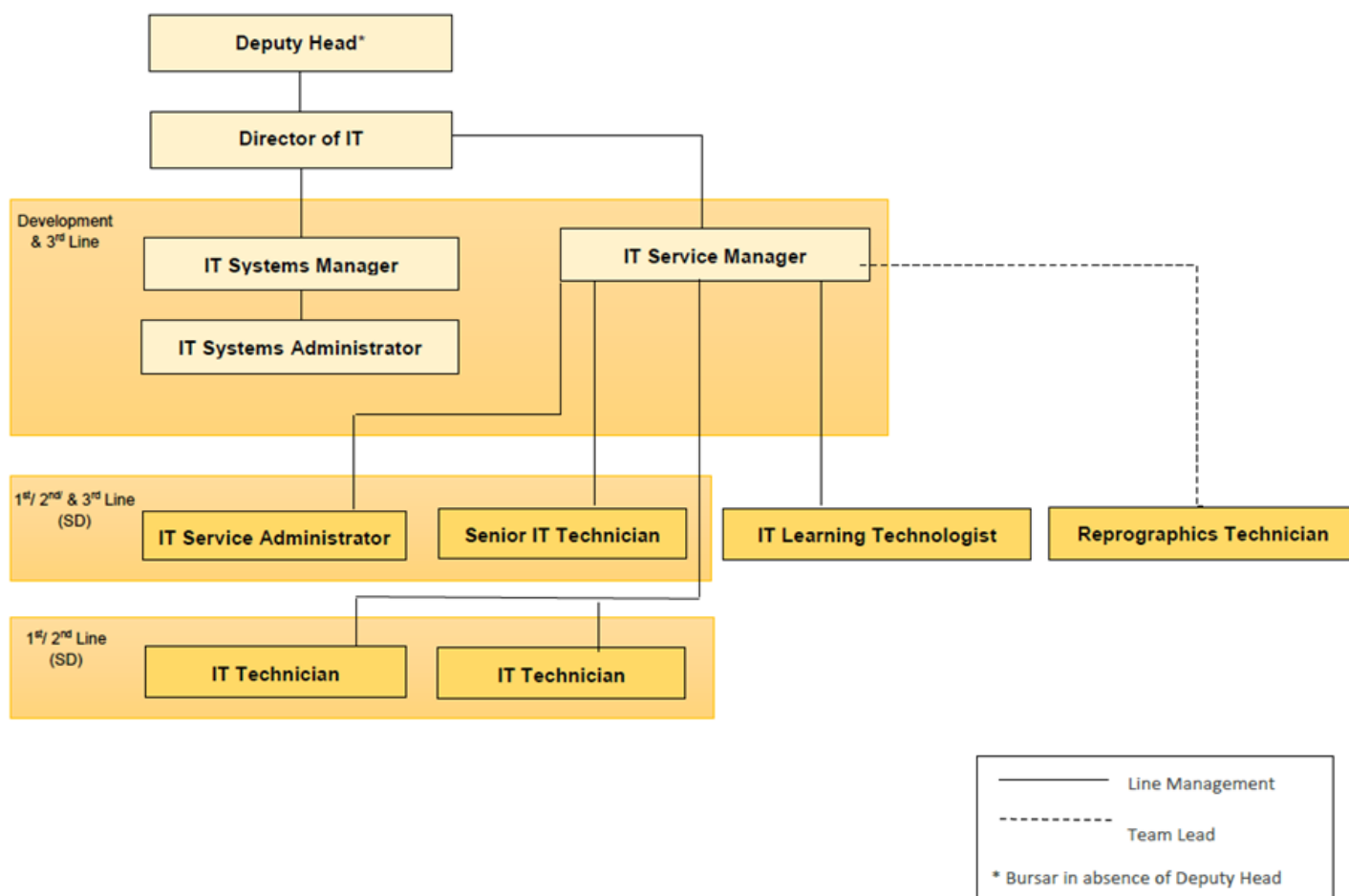
We are a lively, friendly and caring School community, in which innovative teaching is underpinned by strong shared values and complemented by outstanding pastoral care. We aspire to enable our boys not only to make sense of the world but also to want to go out and improve it. Hamptonians are expected to aspire to personal best while supporting those around them with kindness.

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. Between 20 and 30 Hamptonians are offered places at Oxford and Cambridge annually and 43 young men among the Class of 2020 have moved on to global top-10 universities; an increasing number go on to study at US Ivy League universities, often on academic and/or 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 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 further Regulatory Compliance Inspection (RCI) in 2019 reported the School to be fully compliant. A copy of the full ISI reports can be found on the School website.

THE DEPARTMENT



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.

The successful candidate will be an excellent team player with a passion for IT and also have strong administration and organisational skills. You will be confident communicating via email, telephone and face-to-face. Meticulous attention to detail, and a friendly, customer-focussed approach is essential for success in the role.

You will also enjoy working in a fast-paced environment with varied responsibilities and be comfortable working to deadlines. The role would be suitable for either an IT Technician with several years experience who is looking for a new opportunity or a highly motivated Apprentice.

The IT office supports just over 470 employees at both Hampton School and Hampton Pre-Prep and Prep School and you will have the opportunity to work with new and emerging technologies.

Hampton offers attractive benefits such as including pension, private healthcare, cycle to work scheme, free on-site lunch during working hours and sports & fitness facilities.



KEY RESPONSIBILITIES

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 looking to continue develop their IT knowledge, skills and career opportunities in a supported environment.

Service duties

- Providing first and second IT line support
- Troubleshooting support calls which have been logged on the IT Service Desk
- Providing training to users who have logged tickets in the IT Service Desk which do not fall under a technical nature
- 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
- Providing training and support to users when new technology or initiatives are introduced.
- Promoting and disseminating good practice, including the appropriate use of IT
- Inducting new members of staff on the use of technology/IT at the Trust
- Creating and maintaining documentation, including but not limited to guides
- 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

- 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:

- The school will aid in developing the technical competencies to include but 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.

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.



PERSON SPECIFICATION

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

Essential Criteria

- A commitment to the paramount importance of safeguarding and wellbeing of pupils
- 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
- Excellent IT skills across the MS Office Suite
- Excellent written and spoken English
- Enrolled on (or eligible to enrol on) an accredited Level 4 Network Engineer Apprenticeship course (if applying as an Apprentice)
- 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
- 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

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



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.

TRAINING

The school will support an 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

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.

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).



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.

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.

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. 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.



Closing date for applications:
9am 6 June 2022

For an informal discussion about the role and requirements, please contact
Human Resources 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