

IT TECHNICIAN

Information Pack June 2021



IT TECHNICIAN

SALARY RANGE: SCALE 4 POINT 18-21 INNER LONDON

SALARY: £23,033-£25,240 per annum

HOURS: Permanent/Full-time/52 Weeks
37.5 hours per week – 8.00am-4.30pm

START: ASAP

The Headteacher and the Governors of the Hammersmith Academy Trust invite applications for an IT Technician at this state-of-the-art, non-denominational, all-ability, co-educational secondary school for 11-18 year olds.

Sponsored by City of London Livery Companies; the Mercers' Company and the Information Technologists' Company, the Academy opened in September 2011 and is currently in its 10th Year since inception. We have grown to approximately 942 students on roll.

Applications are welcomed from suitably qualified candidates with the appropriate skills, vision and desire to work at the Academy, where expectations are high and there is a strong focus on student achievement.

BACKGROUND TO THE ACADEMY

The Academy (www.hammersmithacademy.org) combines excellence in achievement across the curriculum with opportunity and innovation in learning approaches developed through the Academy's specialisms in ICT and Creative and Digital Media.

The Academy is oversubscribed and continues to be highly successful, with over 800 applications for 130 spaces in Year 7 for 2021.

A Vision and Ethos statement is provided within the application pack. The sponsors are committed to excellence in secondary education and have a track record of working with successful academies and in areas of significant academy improvement. The educational vision, building design, curriculum model and Academy organisation plan are based on the template developed successfully at Thomas Telford Academy and the Mercers' other academies in the West Midlands combined with the Information Technologists' experience of academy improvement at Lilian Baylis Academy in Lambeth and their expertise and industry contacts in IT and Digital and Creative Media.

The Academy has the support of, and access to, the expertise and educational networks of the Mercers' group of 15 schools and colleges, which includes the nearby, highly acclaimed St. Paul's schools' (Independent), two 6th Form Colleges in the South-east, as well as the Thomas Telford family of academies. Further details of the sponsors' educational activities can be found on their websites www.wcit.org.uk and www.mercers.co.uk. The sponsors also have strong links with international IT industries and with the City of London.

THE POST: IT Technician

Reporting to: IT Network Manager

Job Description

The successful candidate will, with the leadership of the IT Network Manager, help provide and support an excellent IT service throughout the school. This is a key role requiring commitment, motivation and a “can-do” attitude.

IT is central to our strategic development. The IT Systems Technician will contribute to the vision, and support the strategic and technical capability to ensure that systems run seamlessly and that the school is positioned at the cutting edge of IT.

Management responsibility

- You will report to the IT Network Manager

Job Specification

The IT Systems Technician should have hands-on experience of supporting a diverse, technologically challenging environment including but not limited to the following technologies;

Technical knowledge and understanding

- Knowledge and understanding of various Microsoft client and server operating systems including Windows Server 2016 R2/2019 R2 and Windows 10
- Knowledge and experience configuring, and troubleshooting Active Directory
- Understanding of Windows Active Directory design and architecture
- Understanding of file replication services, security, client interactions, DHCP, DNS and Group Policy
- Understanding of Backup Systems
- Basic understanding of Active Directory Certificate Services
- Knowledge and understanding of networking, firewalls and wireless systems
- Experience with content filtering systems and proxy servers
- Working knowledge of TCP/IP, Radius and 802.1x authentication
- Understanding of VLANs
- Understanding of firewall rules
- Basic understanding of Key Management Services, DNS, DHCP, SCCM and WSUS
- Understanding of Microsoft Office 365, MS Teams, SharePoint, Microsoft and Security Compliance, Exchange Admin Centre
- Understanding of Google Admin Console, including Chrome OS, user and device OU settings and policies
- Understanding of Wireless Technology & BYOD, preferably Aero Hive Networks
- Understanding of Virtualisation, preferably VMware vSphere 6.5 or 7
- Understanding of Apple software and equipment within an enterprise environment including knowledge of:
 - OSX and associated apple software
 - Integrating PC and Mac networks successfully
 - Knowledge of Adobe Master Suite

Network and technical support responsibilities

- Administering the effective support of a fast-running, reliable computer network that will offer a quality platform to support teaching and learning as well as the wider administrative and managerial needs of the school.
- Under the guidance of the IT Network Manager, develop the security and long-term planning of the network.
- Ensure all Academy Service Levels and Key Performance Indicators are met troubleshoot and repair when possible ICT, audio-visual and CCTV equipment problems.
- Ensure all users are able to have effective and appropriate access to e-mail and network facilities no matter where they are.
- Under the guidance of the IT Network Manager, ensure compliance with all IT-related legislation including matters related to data protection, GDPR and the use of software licences.
- Monitoring and checking the reliable back-up system and disaster recovery procedures in place to continually meet the needs of the school.
- Install/remove hardware and software on workstations. Ensure the maintenance of up-to-date records of all the school's hardware and software.
- Keep an inventory of all equipment, ensuring that all equipment is security tagged/marked and asset registered after purchase.
- Maintain printer and MFD fleet, liaising with suppliers and engineers to ensure smooth running of the service.
- Classroom support services, to ensure the availability of ICT equipment and provide direct support and guidance during critical curriculum periods and lessons, and evening events as directed.

Information and communication systems

Under the direction of the IT Network Manager:

- Managing access to resources and information for all users, both on site and remotely by a variety of devices.
- Developing the information channels to parents and pupils, keeping abreast of new methods of communication.
- Overseeing the integration of the various databases to build a single cohesive information resource within the school.

Liaison and training

- Participate in training and other learning activities and performance development as required
- Attend and participate in meetings as requested by the IT Network Manager and/or Director of Finance & Resources

Other

- Knowledge and understanding of audio and video editing systems is desirable

Other Responsibilities

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
- Contribute to the overall ethos/work/aims of the Academy.
- Comply with Hammersmith Academy's Professional Dress Policy and Code of Conduct.
- Treat all users of the Academy with courtesy and consideration.

- Present a positive personal image, contributing to a welcoming Academy environment which supports equal opportunities for all.
- Carry out other reasonable tasks from time to time as directed by the line-manager and the Headteacher.

Health and Safety Responsibilities

- All staff have a responsibility to be aware of, comply and act upon the Health and Safety Policies of Hammersmith Academy and undertake risk assessments as appropriate. Full details can be accessed via the staff website.
- Hammersmith Academy is a designated non-smoking site.
- Staff should contribute to a safe and healthy workplace by following health & safety instructions and policies.
- Staff should report all accidents and hazards to the appropriate person.
- Staff should care for their own safety and that of others, including volunteers, students and parents, that may possibly be affected by actions or inaction.

Person Specification

Candidate profile

This post provides an excellent opportunity to make a real difference to the Academy. This is a 1st – 3rd line support role requiring an experienced technician with a strong background in IT and excellent skills in communication. Applications are welcomed from candidates who come from an education background, as well as those whose experience has been in a commercial setting. This key appointment offers the scope to drive and implement change in a highly professional environment.

Personal attributes:

- Excellent communication and interpersonal skills with the credibility to interact and influence at all levels.
- Ability to build effective working relationships with staff and managers.
- Ability to work independently and collaboratively to ensure the delivery of agreed workload.
- High standards of professionalism and integrity.
- Flexibility to work varied hours.
- Ability to understand and adapt to the culture of a modern developing Academy.
- An eye for detail and the ability to see complex projects through to completion.
- Very good numeracy/literacy skills.
- Ability to relate well to children.

The successful candidate will be required to:

- Easily recognise system deficiencies and advise the IT Network Manager on solutions.
- Where appropriate suggests alternative technical solutions to meet our requirements more efficiently.
- Keep the IT Network Manager well informed of the status of projects.
- Maintain best practice and standards under the supervision and management of the IT Network Manager, ensuring projects are delivered within budget and on time.
- Consistently deliver a high-quality service.

STAFF BENEFITS

The Academy offers all its staff a range of benefits including:

- Interest Free Loan of up to £1000 - for IT equipment
- Employer pension contribution – Teachers Pension Scheme (Teachers); Local Government Pension Scheme (Support staff)
- Season ticket loan – employees are entitled to apply for an annual, interest free season ticket loan for travel or apply for a bike loan
- Free Health and Fitness – full access to the Academy’s fantastic gym and fitness facilities
- Free lunch and hot drinks – for staff who dine with students
- Free breakfast — on Fridays and on INSET days and staff can take advantage of our subsidised breakfast service each day
- A commitment to Wellbeing — free flu vaccinations offered annually, INSET in July to plan for September so that you can enjoy your summer, an annual wellbeing week and a two-week half term during the Autumn Term.
- Excellent annual holiday leave starting with 26 days plus 8 Bank Holidays.
- Access to the London Borough of Hammersmith’s Parking Permit Scheme offering subsidised parking in the local area.
- Membership of Education Support’s Employee Assistance Programme.

HOW TO APPLY

Please complete the **application form**, which includes a supporting statement, and a monitoring form and return either via the TES or by e-mail to hr@hammersmithacademy.org. CVs alone will not be accepted.

Additional information about Hammersmith Academy can be found by going to our website: www.hammersmithacademy.org

Closing Date: Tuesday, 15th June - 9:00am

Interviews: Week commencing Monday, 21st June – date to be confirmed

Candidates may be invited for interview upon receipt of a completed Application Form prior to the closing date. Early application is therefore advised.

All applications will initially be acknowledged by e-mail. If you have not heard further within two weeks of the closing date you may assume you have not been successful on this occasion.

Hammersmith Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to an enhanced disclosure from the Disclosure and Barring Service (DBS Check) and the receipt of two satisfactory references.

Hammersmith Academy is an Equal Opportunities employer and does not discriminate on the grounds of any protected characteristics as defined by the Equality Act 2010.

Please note that, as part of Hammersmith Academy's Green approach and our commitment to reducing the impact of vehicular access to the Academy on the local and global environment, there is very limited parking and all staff are therefore encouraged to travel to work by public transport.

Vision

To develop highly qualified, aspirational young adults who make outstanding progress and as active citizens take a lead within the community and are committed to giving 100% in everything they do.

Values

We inspire pride and confidence in our students to achieve their full potential. Everyone in the Academy is responsible for modelling a positive and professional attitude at all times.

We create a stimulating and enriching learning environment where high expectations and challenge prepare students for a global society.

We succeed by developing a growth mind-set through the skills of resilience, resourcefulness, reflectiveness and reciprocity.

The HA WAY - HA learners demonstrate:

- Pride and Commitment
- Professionalism and Leadership
- Active citizenship
- Honesty and Reliability
- Respect and Integrity

Hammersmith Academy ensures that students are happy, safe and secure in their learning and develop through a culture of success, into self-confident independent learners who become highly valued members of their community. Strong leadership at all levels challenges underachievement and ensures students make outstanding progress and achieve high standards of attainment.

It is an inspiring and creative place to learn, which is rich in digital and creative media technology that stimulates and develops students' academic and vocational skills through the promotion of excellence.

Students leaving the academy will have the following profile:

- A strong portfolio of accredited achievement;
- A highly developed sense of responsibility and pride in their own performance;
- Outstanding communication skills, including digital literacy
- Well-developed literacy and numeracy skills
- Strong leadership skills coupled with a professional attitude to enhance employability;
- An ability to work collaboratively and develop team cohesion;
- An aptitude for research, enquiry, problem solving and creativity
- Are actively kind, caring and socially responsible.

Developing character and a growth mind-set - Be better than you thought you could be

Good character development coupled with academic success is essential to a high-quality education. We succeed by developing a growth mind-set through the skills of resilience in the face of challenge, resourceful when solving problems, reflective when evaluating progress and reciprocal when working in teams. To be fearless when striving for excellence and contributing positively to life in a global society.

We want each individual to be better than they thought they could be. We believe everyone is powerful beyond measure and capable of extraordinary achievements. We expect more from ourselves and each other in our drive to be the best and are 100% committed in everything we do. We constantly challenge students to push their limits, to work hard, to be resilient and inspire each other to *outstanding* success.

We expect the same from all adults. That they are determined and committed to be the best they can be, demonstrate a 'can do' attitude and transmit these expectations to the students.

Knowledge is power

Knowledge creates power. First, Intellectual power - primarily through the core disciplines of literacy and mathematics which are the building blocks in accessing a successful life. Second, Economic power – a deep understanding of the links between self-management and problem-solving skills in becoming rounded and grounded in preparation for the world of work and thirdly, Social power - developing our social and moral responsibility as active citizens.

We prepare students for successful lives through a stimulating and engaging curriculum where our practices mirror those found in the wider world of work. Using a broad experiential approach, students are given the opportunity to make choices, take responsibility for their learning and accelerate their interests in greater depth.

Developing a thirst for knowledge through inspirational teaching is powerful. Its value is limitless. It enables students to absorb challenging concepts and develop the skills of critique, analysis and evaluation.

Leading is achieving

Leadership is central to our ethos of success as an individual, a team and a learning organisation. We work closely together to improve. We consistently look to enhance the quality of what we are doing and seek inspiration from inside and outside the Academy.

Our students are future leaders who develop a clear sense of ownership and pride in their own performance which empowers them to support others. We expect students to value and celebrate success and champion their community.

All adults are expected to lead and to build a performance culture. In every action, attitude and expression, they set direction and expectation. Every adult is trusted to act with integrity and take personal responsibility to do the right thing for the students.