

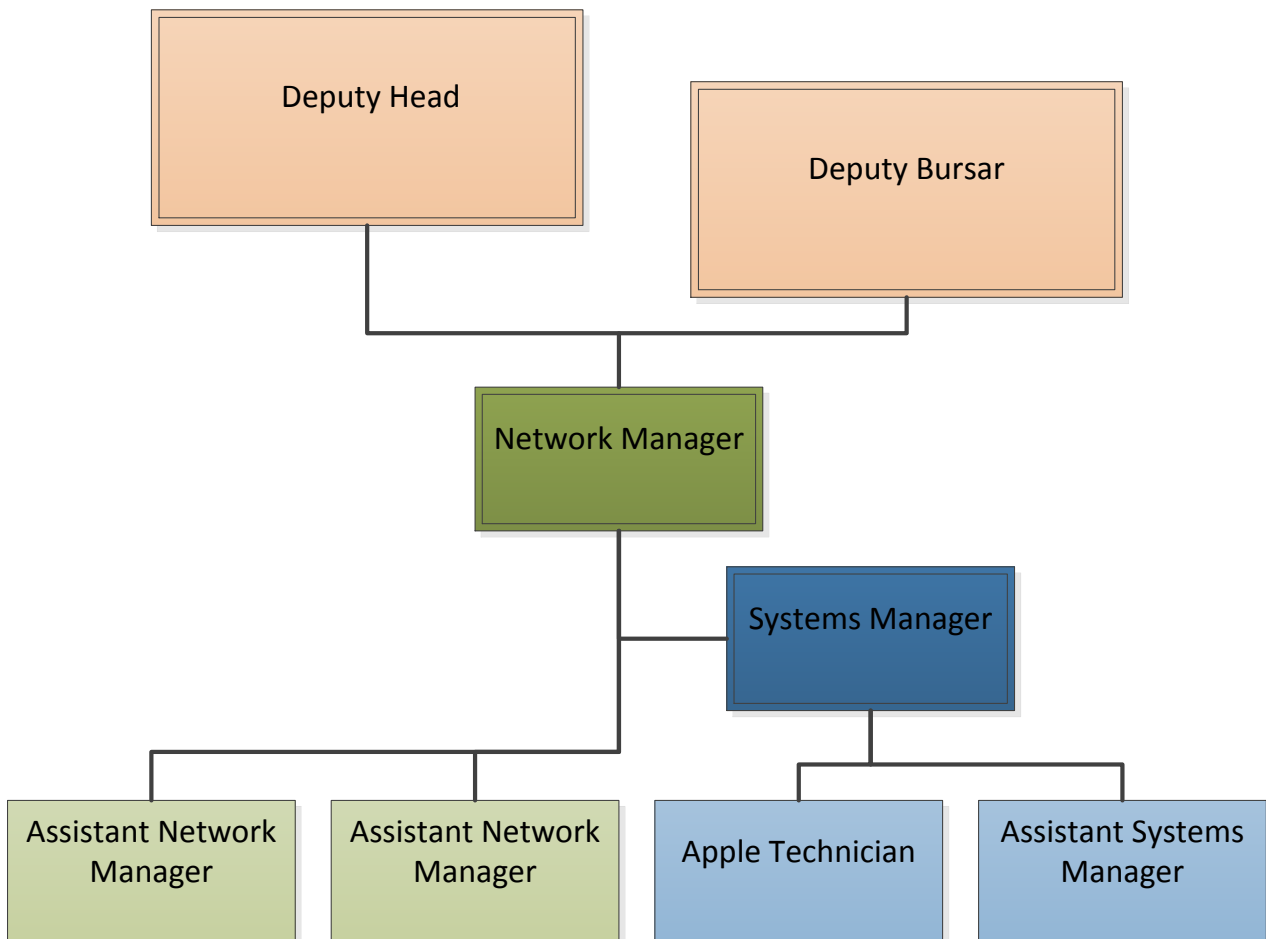
APPLE IT TECHNICIAN
JOB INFORMATION PACK
(Full Time Appointment)

1. Post

An Apple IT Technician (AT) is required to work within the IT Team. The post is becoming vacant and the appointment will be made as soon as practicable.

2. Structure

The IT structure will be:



3. The Role

The Apple networks are spread across three sites, with Music and Art at the main Hampton site and a further two sites covering Denmead Preparatory School in Gloucester Road Hampton, and Denmead School Pre-Preparatory and Kindergarten in Wensleydale Road. The role involves setting up users and groups and subsequent permissions for those. As such you should have a solid working knowledge of OSX, both Server and desktop versions. You will be expected to perform routine tasks including password resetting, desktop and user group administration, software installation on the network, network administration, and troubleshooting and fixing any other issues that arise.

The Mac network at Hampton is not currently merged with the main network, but there are plans to do so in the near future. There are site-to-site VPN's in place.

The current Mac networks consist of:

- Hampton – Server(s), iMacs, MacBooks.
- Denmead Site 1 – Server(s), iMacs, MacBooks, Mac Minis
- Denmead Site 2 – Server(s), iMacs, MacBooks, Mac Minis
- All sites have interactive whiteboards and projectors throughout.
- iPads are in use across all sites

The main connection between the Mac networks and the main Hampton network is currently via:

- Citrix Server farm comprising XenApp application servers with full Portal services, and XenDesktop if required.
- E-mail services served by in-house MS Exchange Server 2010 with OWA 2010 for consistent look and feel across all platforms.

4. Technical Requirements:

The AT is expected to be well-versed in most IT disciplines but most importantly able to demonstrate exceptional technical problem solving skills, learn quickly, take the initiative but still have a considered approach when faced with new or unknown areas.

Ideally the following technical areas of experience are required:

- Highly developed skills and substantial experience of all Apple client and server operating systems.
- A Good working knowledge of TCP/IP Networking and associated protocols such as DNS and DHCP, and wireless.
- An understanding of networking concepts such as VLANs, routing, WAN topologies, VPNs, SSL, Firewalls etc.
- Good exposure to Microsoft Office and related products. Exposure to Adobe products would be advantageous.
- Confident and generally adept in handling/repair of all IT Hardware.
- Experience of networking infrastructure and installation.
- Some experience with integrating Apple products in to Windows networks would also be advantageous.

5. Duties

- To update calls on the helpdesk, prioritise where necessary, and take to completion any and all calls relating to user support.
- To escalate calls to the either the Systems Manager or Network Manager where necessary, as appropriate.
- To provide support and maintenance services for the Schools staff and pupils, across a range of devices and technologies.
- To enforce the IT Security plan. The AT is expected to work with the Network Manager and Systems Manager in the development of security policies including virus protection, disaster recovery, backup protocols and system abuse.
- To install and test new hardware as directed by the Systems Manager or Network Manager.
- To assist in all aspects of IT Support, as directed by the Systems Manager and Network Manager, which will include all day to day ICT maintenance issues including initiating repairs and working with vendors to resolve technical issues, monitoring in-house stocks of spare parts and booking in orders.
- To carry out the day to day running of the network including (but not limited to):
 1. Administer the School's Open Directory(s).
 2. Maintain the backup and recovery processes to minimise the risk of loss of data and severe impairment of the teaching function of the School (including co-ordination of the appropriate back up regime, virus and security protection).
 3. Manage the network printer configuration across the School sites.
- Set priorities and carry out other tasks as may reasonably be required by the Network Manager.

6. Personal Specification

The AT, as a member of the Support Staff, is ultimately accountable to the Bursar. However, on a day-to-day basis he/she will work under the supervision of the Systems Manager then Network Manager and work with the other members of the department.

The AT must have excellent interpersonal skills being able to deal with both staff and students on a routine basis in a positive and helpful manner. They must be able to interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people; regularly providing advice and recommend actions involving complex issues.

The AT has significant responsibility in having administrative access to systems and services running across the school network. He or she will be expected to be aware of the potential sensitivities surrounding this access when carrying out their duties.

He or she will be expected to represent the School and its best interests in direct discussions and negotiations with suppliers, parents and other stakeholders, as well as deal confidently and appropriately with senior staff.

The AT will be a strong team player and able to confidently articulate him or herself in writing and speech. The AT will be a self-starter able to organise and prioritise his or her own work, given the pace, demand and variety of the work carried out in this role.

The use of ICT throughout all areas of the school is actively encouraged, and it is considered of critical importance that the IT Support Department provides excellent service and support to members of the School at all times. The AT is expected to be positive, enthusiastic and a driving force to achieving this aim.

7. Experience

Experience in an Apple network is essential, and in an academic environment would be advantageous. The applicant should be able to demonstrate an up-to-date level of experience with this, in a support environment. Windows networking experience would be advantageous, and experience in joining Apple equipment to an Active Directory environment would be beneficial.

8. 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 are required to attend an interview please inform the School.

9. Training

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

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.

**HAMPTON SCHOOL
INFORMATION FOR APPLICANTS**

10. Salary

The salary will be based on the Hampton School Scale for Support Staff. The salary for this position will be not less than £2,400 per annum. The Governors review salary Scales each year to ensure they remain competitive and is paid by bank transfer on the 25th of the month, or next working day thereafter, in 12 equal payments.

11. Hours and Holidays

This salary is for a full time appointment of 37½ hours per week (Monday to Friday 8:30am to 5:00pm) with an unpaid hour for lunch. Flexibility may be required to resolve network issues.

There are twenty six days annual holiday plus public holidays and periods when the School is shut, for example usually between Christmas and the New Year. A maximum of 10 days can be taken during the summer holiday period and is to be agreed in advance by the Network Manager to facilitate the summer works programme.

Staff are required to be at School on Saturday Open day (usually September).

12. Probation

The appointment is subject to the satisfactory completion of a six month probationary employment after which it will be confirmed, or extended for a further period not exceeding 6 months.

13. Notice

The minimum period to terminate employment is as set out below:

Period of continuous service	Minimum Notice
Less than one year	1 month
One year or more	2 months

Without prejudice to the Employer's right to summarily dismiss for gross misconduct, the minimum period of notice to which you are entitled is as set out below:

Period of continuous service	Minimum Notice
Less than 1 year	1 month
1 year up to 8 years	2 months
8 years but less than 12 years	1 week for each year of continuous employment
12 years or more	12 weeks

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.

14. Non-contractual Benefits to staff

a. Pension

The School offers the Teachers' Pension Scheme for teaching staff and a money purchase scheme for support staff. Further details are available from the Bursar.

b. Death-in-Service Benefit

In addition to any Pension Scheme benefits, the School currently has a policy which pays two years' salary in the event of the death of a member of staff to nominated dependant(s). Age restrictions apply to this policy.

c. Health Care

The Governors currently provide Health Care for all members of staff earning above an annual threshold only if they join at the start of their employment. Further details may be obtained from the Bursar. Age restrictions apply to the Healthcare policy.

d. School Fee Reduction

Child(ren) of teaching staff at Hampton School or Denmead School may upon passing the entrance assessments be eligible at the discretion of the Governors for a reduction on the basic tuition fees. Currently, the School also has an agreement with The Lady Eleanor Holles School for Girls for a reduction in tuition fees. The continuance of School fee reduction provision is at the Governors' discretion.

e. Cycle to work scheme

The School allows staff with an employment contract for 12 months or more to purchase a cycle through the "cycle to work" scheme to ride to work. Further details are available from the Bursar.

f. Childcare Vouchers

The School allows staff access to a childcare voucher system by means of a salary sacrifice scheme. Further details are available from the Bursar.

g. Eye Tests

In September each year members of staff receive a voucher for a free eye test at nominated opticians.

h. Personal Accident Insurance

Staff are covered for permanent disability resulting from an accident, whether at School or elsewhere

i. Drinks and snacks

Staff are provided, at no cost, with tea/coffee and light snacks throughout the day.

j. Lunch

Lunch is provided at no cost.

k. Sports Travel to School on Saturdays

Staff running teams can claim expenses for travel to and from School for Sports matches.

l. Use of private vehicle

Subject to a journey being approved by the Facilities Manager, Deputy Bursar, Bursar or Headmaster, staff can use their private vehicle for School journeys during working hours. The insurance will be under the School insurance and staff can claim for the mileage.

m. Blood Pressure

The School Nurse can check your blood pressure. She is not able to give staff medical advice and staff must rely on their own adviser.

n. Counselling

One of the School Counsellors may be able to see staff on a limited basis. If prolonged counselling is required a charge may be made.

o. Sports Therapy

The School has a member of staff specialising in Sports Therapy who may be able to assist with Sports injuries on a limited basis. If prolonged therapy is required a charge may be made.

p. Multi-Gym

The School multi-gym is available for use by staff. Induction is required and conditions apply. The school accepts no liability for use by staff.

q. Sporting Facilities

Limited use by staff of the facilities is available. Use needs to be agreed in advance with the Bursar or Deputy Bursar who will consult the relevant games/PE staff. Use for events such as parties is available but will be treated as a formal letting.

r. Parking

Currently staff parking on site is permitted. All those who wish to park must obtain a permit from the Front Office.

The above non-contractual benefits are currently available to staff. They are at the discretion of the Governors who reserve the right to withdraw them without notice.

15. Application Form

- a. Applications will only be accepted from candidates completing the enclosed Application Form in full. CVs may be submitted but will not be accepted in substitution for completed Application Forms in the absence of good reason.
- b. Candidates should be aware that all posts in the School involve some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post.
- c. This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as “spent” must be declared.
- d. Where appropriate the successful applicant will be required to complete a Disclosure from the Criminal Records Bureau at the appropriate level for the post. Employment is conditional upon a satisfactory Criminal Records Bureau check for all applicants home and overseas.
- e. An overseas national must have permission to work in the UK (if not a member of a European Economic Area country).
- f. You should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected, and possible referral to the police and/or DfE Children’s Safeguarding Operation Unit.

16. References

- a. We will seek references on shortlisted candidates and may approach previous employers whether or not named as a referee for information at any stage following receipt of the application form.
- b. Employment is subject to satisfactory references from suitable referees and references will be verified by telephone call.
- c. If you are currently working with children, on either a paid or voluntary basis, your current employer (who must be listed as one of your referees) will be asked about disciplinary offences relating to children or young persons (whether the disciplinary sanction is current or time expired), and whether you have been the subject of any child protection allegations or concerns and if so the outcome of any enquiry or disciplinary procedure. If you are not currently working with children but have done so in the past, the previous employer will be asked about those issues (and should be listed as a referee). Where neither your current nor previous employment has involved working with children your current employer will still be asked about your suitability to work with children, although it may where appropriate answer if your duties have not brought you into contact with children or young persons.

- d. In the case of applicants who have been employed but who are not now employed, one referee must be the most recent employer (who should be listed as one of your referees).

17. Interview

- a. If you are invited to interview this will be conducted in person and the areas which it will explore will include suitability to work with children.
- b. All candidates invited to interview must bring documents confirming any educational and professional qualifications that are necessary or relevant for the post (eg the original or certified copies of certificates, diplomas, etc). Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding bodies.
- c. All candidates invited to interview must also bring with them:
 - A current driving licence including a photograph and a passport or a full birth certificate
 - A recent utility bill (less than three months old) or financial statement showing the candidate's current name and address
 - Where appropriate, any document evidencing a change of name.

Please note that originals of the above are necessary. Photocopies or certified copies are not sufficient.

18. Conditional Offer of Appointment: Pre-appointment Checks

Any offer to a successful candidate will be conditional upon:

- a. Receipt of at least two satisfactory references (if these have not already been received)
- b. Verification of identity and qualifications
- c. A check at DfE List 99 and the Protection of Children Act List as appropriate
- d. A satisfactory DBS Disclosure
- e. Verification of professional status (where required)
- f. Where the successful candidate has worked or been resident overseas in the previous five years, such checks and confirmations as the school may require in accordance with statutory guidance
- g. Verification of medical fitness in accordance with DfE Circular 4/99 Physical and Mental Fitness to teach of Teachers and Entrants to Initial Teacher Training; or
- h. Satisfactory completion of the probationary period.

19. Warning

Where a candidate is:

- a. found to be on DfE List 99 or the Protection of Children Act List, or the DBS disclosure shows s/he has been disqualified from working with children by a Court, or
- b. found to have provided false information in, or in support of, his/her application, or
- c. the subject of serious expressions of concern as to his/her suitability to work with children the facts will be reported to the Police and/or the DfE Children Safeguarding Operation Unit.

20. General

- a. Offers of employment will be made on merit and in accordance with our policy of equal opportunities.
- b. Employment is also subject to a satisfactory medical report to the School's medical officer.
- c. Satisfactory results for the statutory employment checks are recorded in the School's centralised register of staff, supply staff and governors.

HAMPTON SCHOOL: GENERAL INFORMATION

Formerly Hampton Grammar School, in 1975 Hampton School reverted to independence and its ancient name; - it was founded in 1556/7. It is today a very academically selective all-round school for boys with great emphasis on pastoral support and co-curricular activities. There are four entrance assessments: 10+ in Y5 for entry at the start of our First Year (Y7); 11+ in January of Y6 for entry into the First Year in the following September; 13+ into the Third Year (Y9) via a pre-test in January of Y6 and confirmed by Common Entrance/Scholarship in summer Y8; a growing competitive entry into the Lower Sixth. Competition for places has grown and is very keen: the School assessed nearly 1,000 applicants in 2011-12. The School has established its own Bursary Scheme to maintain a broad intake. Some 75% of boys joining at 11+ come from maintained primary schools. Virtually all the Upper Sixth leavers each year go on to elite universities e.g. Russell Group, including Oxbridge. Examination results in 2012 at A level (96% A and B grades) and GCSE (91% A*/A) are extremely strong and are at record levels. There is some setting eventually for GCSE Mathematics, Science and first choice Language. All boys take GCSE or IGCSE in English Language, English Literature, Mathematics, their chosen first Language (French, German or Spanish), Biology, Chemistry and Physics together with three other subjects. In the Lower Sixth Form almost any combination of four mainstream AS level subjects is possible; some boys take five. In the Upper Sixth virtually any combination of three (or four) mainstream A levels is available. A growing number of departments are adopting the Cambridge Pre-U. All Sixth Formers also follow a broad-based Curriculum Enrichment programme, including the Extended Project Qualification. Mandarin at GCSE was introduced in 2008.

It is expected that all staff will participate in some of the wide range of activities which the School provides.

In Games very high standards are achieved in all the major sports – rugby, soccer, rowing, cricket, tennis, as well as swimming and athletics. The School enjoys conspicuous national-level success in ISFA football and Daily Mail rugby tournaments, and also in the Schools' Head of the River and National Schools' rowing events. Recently, Hampton has provided Cambridge with its Captains of Tennis, Cricket and Boats among other Oxbridge "Blues". Outstanding performances are often achieved in golf and basketball. There is an active CCF, as well as a strong community service programme, both run with our neighbours, the Lady Eleanor Holles School (LEH). Music thrives, with well over half the School actively studying at least one musical instrument. There are several School Orchestras and many ensembles and groups, plus a vigorous Choral Society (with LEH). Notable recently has been the number of Organ and Choral Scholarships won at Oxbridge, a scholarship at the Royal College of Music, and our first Finalist in the Brass section for BBC Young Musician of the Year. There are frequent music and choir tours abroad. Drama is included in the curriculum, in addition to regular School and Year group or Form productions. There are major joint musical and drama productions regularly with LEH. A theatre company attached to the School has taken plays to the Edinburgh Fringe Festival. There is considerable interest in art, debating and chess.

There is also an active Adventure Society. As well as providing opportunities for canoeing, climbing, orienteering and camping, expeditions are arranged both in the UK and abroad. Boys regularly take Duke of Edinburgh's Scheme gold, Silver and Bronze Awards and interest is very strong. The School also has a Link School, Kiira College, in Uganda and has established an orphanage in Senga Bay, Malawi.

In 2011-12 there were some 60 school trips to 14 different countries covering various sports, languages, art, music, culture, adventure training etc.

The School's premises and facilities for both academic work and extra-curricular activity have been greatly improved and extended since 1975 and new building developments have been as follows:

- 1978: **Garrick Building** for Music and Drama.
- 1980: **Grundy Centre** for Design Technology (upgraded and incorporated in the 2004 project).
- 1984: **School Library Extension**
- 1987: **Sports Hall**
- 1990: **Whitfield Building** for Geography, Economics and Art (upgraded in 2000)
- 1994: **Alexander Centre** for Sixth Form common rooms, History Department and Pavilion Room.
- 1997: **New Dining Rooms and kitchens** on two floors
- 1998: **Hammond Quad Extension** providing Language Laboratory, ICT then Science Laboratory, large classroom and Main Hall Storage.
- 2000: **Millennium Boat House.** A project in partnership with The Lady Eleanor Holles School.
- 2000: **General development** including Five Science Laboratories, ICT laboratory, ICT Science Laboratory, Art Department, five new classrooms and office space.
- 2003: **Sports Pavilion Complex.** The building provides extensive changing facilities and storage rooms. It houses the Sixth Form Social Centre in pavilion rooms overlooking the fields.
- 2003: **Cloisters** redevelopment to provide better reprographics facilities, medical room and music practice rooms.
- 2004: New **nine-room English Department** on first floor with **five-laboratory Design and Technology** upgraded and extended on the ground floor.
- 2009: In September 2009 the **450 Hall** a near 400-seat performance space for music and drama with associated facilities was opened.
- 2010: A **new teaching facility, the Atrium,** on three floors providing 10 new rooms and a new Biology laboratory. As part of the project two new laboratories were created from existing rooms and a number of existing classrooms were refurbished. The Tennis Courts at the front of the School were upgraded.
- 2011: **Re-design and landscaping** of the front of the School and signage.
- 2012: **Substantial re-furbishment** through the School and new Science laboratories. In September 2012 work commenced on a new 3G Astro-Turf pitch for Rugby, Football and training.

The School was inspected in March 2010 and the summary of the inspection is available on the School website.

Further updated details of the School are also available on the website.

September 2012

As at September 2012



Hampton School



Millennium Boat House



Denmead School
Wensleydale Road



Denmead School
Gloucester Road



APPLE IT TECHNICIAN

(HMC 1240 boys 11-18, 370 in Sixth Form)
(Pre-Prep & Prep 220 boys and girls)

From August 2013 Hampton School (includes Denmead School) requires an Apple IT Technician to join the team. The appointment is full time. Main duties are maintenance and support of the Schools Apple IT systems and applications, for all staff and pupils across a wide range of devices and access types, and across three local sites. All other general IT Support duties, as would be expected in a large dynamic environment, are also part of the role.

Salary will be not less than £23,400 per annum hour with other benefits.

Application Form, CV and details of 2 referees should be sent to the Deputy Bursar by 9:00 on 5 July 2013. Further details and an application form can be downloaded from the School website. Interviews are planned during the week 8 July 2013.

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

Tel 020 8979 0476 Fax 020 8783 4037

Email Bursary@HamptonSchool.org.uk

www.HamptonSchool.org.uk

Hampton School is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post including checks with past employers and the Criminal Records Bureau. Hampton School is an equal opportunities employer.

Company No 06264434, Registered Charity No 112005