

HIGHGATE

Candidate Information Pack

IT TECHNICIAN

Highgate, North London

THE SUNDAY TIMES

**SCHOOLS
GUIDE
2021**

**LONDON
INDEPENDENT
SECONDARY
SCHOOL
OF THE DECADE**



The School

Founded over 450 years ago in 1565 by Sir Roger Cholmeley, Highgate is one of the UK's leading co-educational independent schools for pupils aged 4-18. There are currently in the region of 1,850 pupils split across our Pre-Preparatory School, Junior School and Senior School sites, in conjunction with approximately 600 teaching and support staff. We are proud to be able to claim some of the top academic results across the UK, as well as titles of *Independent School of the Year 2019* and *Independent School of the Year for Social Mobility 2019*. Highgate has recently been named the Sunday Times London Independent School of the Decade by Parent Power, The Sunday Times Schools Guide. *"Ranking in the top 25 independent schools in the UK for its results in the examination hall, Highgate achieves well for its children. But it also makes a difference for many more children beyond its own gates."* Alistair McCall, The Sunday Times.

*Pupils praise the community feel,
the high energy bustle, the fact
that everyone finds their niche*

Tatler 2018





Life At Highgate

A culture of community, kindness and belonging

Highgate is a different kind of independent school. We are a school whose charitable ethos is an inextricable part of both staff and pupil DNA. Highgate doesn't exist in a bubble, but is connected to, and part of, a community. We have partnerships with over 60 state schools across 7 London boroughs, and, in 2017, Highgate co-founded the free sixth form school, The London Academy of Excellence Tottenham (LAET), with Tottenham Hotspur Football Club as principal business sponsor.

From the Pre-Prep right up to the Sixth Form, we are actively seeking to embed a real sense of belonging at Highgate. Everyone who works and studies with us deserves to feel they are part of an environment that:

- welcomes them
- enables them to be themselves
- understands them
- encourages questioning, self-knowledge, and self-expression
- helps them not just to manage, but to thrive, to discover and pursue their passions, and to develop as individuals and members of a community.

To do this, we are evaluating diversity in our professional, curricular and co-curricular life, exploring how to attract pupils and staff from all backgrounds to work and learn at Highgate and providing opportunities to share our own experiences as well as learning from alternative perspectives. Our work on inclusion at Highgate involves pupils, staff, alumni, parents and carers.

Staff wellbeing

Highgate recognises the value of staff wellbeing which we promote by encouraging a strong work-life balance, trying our best to support flexible working requests, providing a nutritious food offering and offering access to sporting facilities including our recently renovated swimming pool. Our ethos is to be a reflective community and we encourage mindfulness throughout our school, for example by offering weekly prayers in our chapel. We also encourage an open culture throughout our school, with our directors having an open-door policy and making use of regular staff surveys.

We also encourage our employees to be continuously engaged in their role by providing opportunities to participate in the wider life of our school, such as taking part in trips or societies and getting involved in partnership projects.

Charitable work and sustainability

We remain committed to our original status as an educational charity. Highgate offers a significant number of bursaries to pupils who would otherwise be unable to access our excellent teaching and enriching activities. We are also the principal educational sponsor of the London Academy of Excellence Tottenham, which was opened to provide an academically-selective, well-governed free sixth form in a community where such opportunities are lacking.

Alongside this, our staff and pupils undertake a number of charitable activities throughout the year. These range from staff giving up their time to neighbourhood schools and charitable organisations, to pupils undertaking community work in the local area or further afield. For example, we also sponsor the Great Lakes High School in Uganda.

Highgate endeavours to be a sustainable school and we support a number of environmentally-friendly local and national initiatives on a daily basis. For example, our staff have embraced our initiative of no longer having single-use cups and, by providing everyone with a re-usable cup, our usage of plastics cups has fallen by 1,000 per week! We also encourage and have been recognised for a number of green transport initiatives.

Coronavirus

Highgate staff, alumni and parents/carers have been involved in many activities to support critical workers, NHS staff and members of the community who may be struggling.

Examples:

- The Head, Adam Pettitt, ran two marathons on separate occasions, with staff and pupils taking part in contributory fitness challenges, to raise over £150,000 to buy 300+ laptops for state school pupils and provide a weekly support fund for LAET families in Tottenham. [Read more here](#)
- PPE: the DT Department with LAET made 6240 face shields, 550 ear protectors and 2 ventilator masks. [Read more here](#)
- We opened our sports field for the local community to enjoy more outdoor space for daily exercise. [Read more here](#)
- The Science Department donated 280 pairs of safety goggles to the Whittington Hospital.
- A Highgate community coronavirus fund is raising money for LAET families and services in Tottenham
- We set up a summer school hosted at Highgate and LAET to help bridge the Covid-19 learning gap for pupils at partner state schools [Read more here](#)



BENEFITS

Location

Our School is located in Highgate Village, adjacent to Hampstead Heath. Highgate is one of the most beautiful and popular areas of North London, appreciated for its green open spaces, quaint shops and easy connections across London. Transport links include good bus routes and the Northern line of the London Underground, meaning central London is just twenty minutes away. This enables a smooth commute to the School, with staff and pupils coming from a wide area.

Pension

We currently offer a defined benefit (final salary) pension scheme where staff can earn a pensionable benefit of 1/80th of their final salary for each year of membership. Our staff contribution rate is currently 6%.

Induction, support and personal development

Highgate's induction and support for new staff ensures a smooth transition for all. Throughout your employment, you receive one-to-ones with your line manager to discuss your development and how the School can help you. We encourage our employees to further develop their personal skill set, so frequently help to fund independent study courses. There are also opportunities for secondments or involvement in partnership projects to enhance your own professional practice and knowledge.

Leisure facilities

Our staff are offered free access, at stipulated times, to our sports facilities, including a fitness suite and swimming pool (currently being refurbished). The Mallinson Sports Centre also offers fitness classes at a competitive rate.

Holidays

Our generous holiday allowance for a full-time member of staff is of 33 days (including bank holidays). Most holidays will be taken during school holiday periods.

Lunch

A complimentary lunch for all staff is available in our Dining Hall. This includes hot meals, sandwiches, salads, fresh fruit and dessert. A packed lunch may be ordered, if preferred.

Library

All Highgate staff can borrow books from our collection of 1,700 items, held in our magnificent Sir Martin Gilbert Library, a beautifully restored Victorian building.

Cycle to Work Scheme and Season Ticket Loan

The Cycle to Work Scheme is a salary-sacrifice arrangement that enables employees to make tax and National Insurance savings when purchasing a bike. Our Transport and Logistics Manager is happy to help staff plan their cycle route to work. Highgate also offers an interest free loan to pay for your season ticket on public transport.

Family-friendly policies

Highgate appreciates that employees sometimes have family commitments so we try to be as supportive as possible, for example with enhanced maternity pay (8 weeks' full pay, then 10 weeks' half pay) and paid dependant leave.

*Blessed with playing fields and space beyond
the dreams of other London schools*

Good Schools Guide 2018



SUMMARY

Reporting to: Head of IT Support

Type of position: Permanent, full time.

You will be required to work a 40-hour week, Monday to Friday. Shifts will run on a flexible rota basis to cover the hours between 8.00am and 5.00pm. There is a need to be flexible about hours in order to carry out these duties and responsibilities effectively.

The role: To support all members of the school community in their use of information technology.

The team: The Desktop Services team comprises the Head of IT Support, and five IT Technicians (including this role). The team is part of the School's IT Services Department, which is led by the Director of IT Services. The Department is responsible for all aspects of information technology at Highgate, including desktop equipment, infrastructure, network and training. This contract role arises to backfill while a permanent replacement for a leaving member of staff is recruited.

There are four interlinked teams within the Department – Desktop Services, Infrastructure and Development, Audio Visual Services and SIMS.



Information Technology

The School's IT systems support teaching, learning and the management of the School within a modern and challenging environment. The IT facilities provide support the following:

- The use of IT in the teaching of all subjects.
- The teaching of information and communications technology.
- School administration and leadership.
- The use of IT by teachers for lesson preparation, departmental administration etc.
- Communication with parents.

Classrooms are equipped with leading-edge technology to support teaching and learning. The School is fully networked, providing high-speed internet connectivity to the whole community. The recent implementation of iPads for classroom use and by teachers has run parallel with the installation of a business-grade wifi network. Major projects are under way to migrate the School's back-end infrastructure to a 'hyperconverged' platform, using Nutanix hardware and software. Remote access portals for staff, students and parents are at the heart of Highgate's IT provision.

Highgate provides a modern, dynamic and challenging work environment with a wide range of opportunities to gain experience in maintaining and developing network IT systems. Key technologies include the following:

- Microsoft Windows 10
- Microsoft Office 2016/2019
- Microsoft Windows Server
- Office 365/SharePoint Online
- Avaya telecoms
- Dell hardware
- iPads/iOS
- Apple Mac (for specific teaching purposes)
- Firefly (virtual learning environment)
- SIMS
- SCCM
- HP, Kyocera, Canon and Ricoh printers/MFDs



MAIN RESPONSIBILITIES

- Providing first-class, customer-focused IT support across a diverse and challenging user community
- Building and updating operating systems and applications images for desktop and laptop computers
- Patching, installing and configuring computers, printers, iPads and other equipment to Departmental standards
- Creating user network and email accounts, including ensuring new accounts are members of appropriate security and distribution groups
- Management of the SIMS (student management/records database) provisioning tool to manage student accounts as part of starters and leavers procedures
- Creating and setting up desktop phones
- Updating the Service Desk system with progress; managing communication with customers through to completion of incidents
- Provide customers face-to-face support to resolve IT-related queries
- Escalating incidents to other teams within the Department where necessary
- Participating in IT projects as directed by the IT Management Team
- Providing guidance and advice on IT matters to customers
- Updating and maintaining documentation
- Carrying out such other duties as may be reasonably requested from time to time





PERSON SPECIFICATION

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications	An appropriate industry qualification, e.g. Microsoft Certified Professional, CompTIA A+ etc. or equivalent experience.	An honours degree in a relevant subject.
Knowledge/ Experience	- Experience of supporting some or all of the following technologies in a customer-led environment: - Microsoft Windows (/10) - Microsoft Office (19/16) - Active Directory - Office 365 - HP Printers - Desktop/Laptop hardware - Network printing - iPads/iOS - Networking equipment, such as patching, wireless technologies etc.	- Experience of working in the education sector. - An understanding of child protection and safeguarding policies.
Ability / skills	- Excellent communication skills and the ability to explain technical matters in very simple language to staff and pupils. - A responsible and conscientious approach, especially with regard to health and safety matters. - Good numeracy and literacy skills. - Ability to work calmly under pressure and multi-task. - Ability to work well as a member of a team.	
Personal Attributes	- A polite and friendly manner. - Self-motivated. - Ability to understand and adapt to the culture of an independent day school. - Ability to build strong relationships with key stakeholders in the School. - Flexible with a 'can-do' approach and able to work effectively without supervision.	



Child Protection

Highgate is committed to the safeguarding and welfare of children. Applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers, overseas police check if necessary and the Disclosure and Barring Service.

Equality, Diversity and Inclusion

Highgate is strongly committed to inclusion and is an equal opportunities employer. We aim to create a welcoming, respectful and safe environment for all members of our community, from every ethnicity, gender, sexual orientation, age, ability/disability, religion and background. We know that more diverse teams are stronger teams, and that the more inclusive we are, the more our staff and pupils will feel a sense of belonging and will thrive. To enable us to make any reasonable adjustments, please let us know what you would require when you submit your application.

Application Procedure

Applications should be made directly to wtownsend@esp-recruit.co.uk

For any queries call our recruiter for this post:

William Townsend

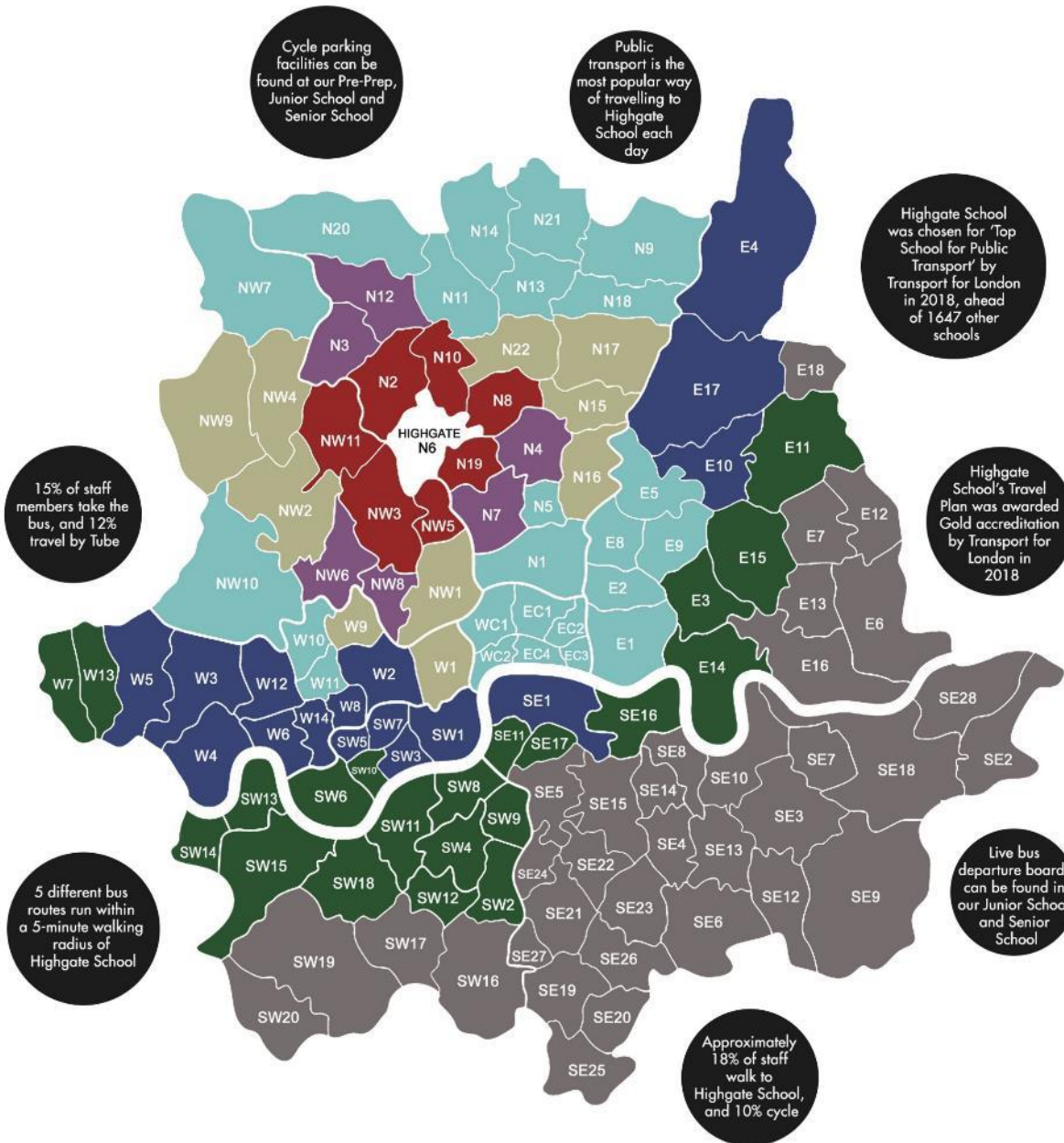
Education Support Professionals td

www.esp-recruit.co.uk

020 8559 2077

Closing date is 5th February 2022 with interviews held in the following week

To and From



10 minutes by public transport
10-15 minutes' cycle / 30 minutes' walk

15 minutes by public transport
20 minutes' cycle / 45+ minutes' walk

20-25 minutes by public transport
25 minutes' cycle

40 minutes by public transport
25-35 minutes' cycle

45-50 minutes by public transport
40-50 minutes' cycle

50-60 minutes by public transport
1+ hours' cycle

1+ hours by public transport
1+ hours' cycle

Travel times may vary during peak commuting hours

Highgate School supports anonymous recruitment. This means we hide your personal, identifying information to remove bias from the hiring process. We encourage applications from candidates who experience barriers and inequity due to their ethnicity, gender identity, physical or mental health, sexuality, and/or socio-economic background.

Please note that this role is 'exempt' from the Rehabilitation of Offenders Act 1974 and therefore, you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Shortlisted candidates will be asked to provide details of all unspent convictions and those that would not be filtered, prior to the date of the interview.

This role will not normally involve unsupervised contact with pupils; however in the context of their employment the member of staff will frequently be in the presence of children and will therefore have to have appropriate levels of training in child protection. All members of staff must comply with Highgate's Safeguarding & Welfare Policy which is found on the intranet (Venn and SharePoint). 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 and welfare of our pupils, these concerns must be reported immediately in accordance with the Policy. A copy of this Policy will accompany all offers of employment.

HIGHGATE

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