

JOB DESCRIPTION – IT TECHNICIAN

Job Title:	IT Technician
Salary:	£32,000-£33,000 p.a. depending on qualifications, skills and experience
Reporting to:	Head of IT Support
Location:	Highgate, London
Type of position:	Permanent – full-time

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.

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.

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.

THE SCHOOL

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.

Award-winning success

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.

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.

Information Technology at Highgate

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

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.

KEY 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	• Five GCSEs (or equivalent) grade C or above, including English Language and Mathematics. • 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.	
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CHILD PROTECTION

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 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.

TERMS & CONDITIONS

Salary

£32,000-£33,000 p.a. depending on qualifications, skills and experience.

Hours of Work

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.

Additional Hours

Some additional evening and weekend working may be required. Such additional hours working will be agreed in advance, with overtime paid at standard rates or time off in lieu given.

Probationary Period

This appointment will be subject to the completion of a probationary period of six months to the satisfaction of the Governors.

Lunch Period

The lunch break is unpaid and does not form part of your working hours. A complimentary lunch is available when the Dining Hall is in operation.

Holidays

25 days' paid holiday entitlement plus public holidays to be taken at times agreed with the Bursar.

Pension

The School runs a defined benefit pension scheme which provides a pension benefit of 1/80th of final salary for each year of membership based on a current employee contribution rate of 6%.

Leisure Facilities

Subject always to the needs of pupils and School's operations, staff are offered free access at stipulated times to the School's sports facilities.

Confidentiality

The need for absolute confidentiality and discretion, both within Highgate and the wider community, must be understood.

Dress Code

Teachers and support staff are expected to set an example to pupils and should dress appropriately at all times.

Smoking

Smoking, including vaping, is not allowed on or immediately outside any School premises (the footprint of the buildings and the grounds) or in areas where smoking might be seen by parents or pupils during working hours.

Health and Safety

Highgate takes its obligations under the Health & Safety at Work Act seriously and the postholder will be required to comply with all aspects of Highgate's Health and Safety Policy, particularly in relation to safe working practices. All staff must keep up to date with Highgate's Health and Safety Policies which are regularly updated and posted on the Staff Intranet.

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.

Data Protection

Highgate staff are expected to adhere to the Data Protection legislation at all times. Our Privacy Notice is available on the recruitment portal.

As a member of the support staff, this role is responsible to the Bursar. Job descriptions may be updated by the Bursar from time to time to accommodate the changing needs of the School.

For operational reasons, the School reserves the right to transfer employees to alternative duties. For this reason it is a condition of employment that employees are willing to do so, if requested, from time to time.

January 2022

I confirm that I have read, understand and agree to work to the above job description.

Signed:..... Date: