

HAMMERSMITH



IT Support Technician

Application Pack



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Introduction

The Headteacher invites applications for the position of IT Support Technician. The intention is that the successful applicant will take up the post ASAP.

This briefing gives some background on the Academy and sets out the nature of the role and qualities sought in the successful candidate.

Process

Enclosed with this briefing is an application form and equal opportunity form. The deadline for receipt of all completed forms is **1pm on Monday 4th July 2011**. Please return completed forms via email or post to:

headspa@hammersmithacademy.org

or

Helen Gordon-Smith
HR Manager
Hammersmith Academy
c/o St Paul's Girls School
Hammersmith
London
W6 7BS

The table below highlights the key dates during the recruitment process.

Date	Recruitment Process
w/c 4 th July	Shortlist candidates
w/c 11 th July	Interviews

The Academy

Hammersmith Academy aims to **'develop the talents of all its students to the full and to raise educational standards, through excellent practice and the innovative use of IT and Digital Media.'** This will be uniquely achieved through a state-of-the-art building. The Academy has Creative and Digital Media and ICT as its specialisms. It will open in **September 2011**, initially admitting 120 students into each of year 7 and year 12 and building to a full school of 850 by 2016.

Job Description

The successful candidate will, with the leadership of the Director of IT, 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 Support 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.



Reports to: Director of IT

Line manage: n/a

Start date: ASAP

Salary: £25k (more for exceptional candidate)

Hours: 26 days per year holiday entitlement plus normal public holidays

Management responsibility

- You will report to the Director of IT

Job Specification

The IT Support Technician should have several years' hands-on experience 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 2008 R2 and Windows 7
 - Windows Active Directory
 - o installing, configuring, and troubleshooting
 - o Understanding of Windows Active Directory design and architecture
 - o Understanding of file replication services, security, client interactions, and Group Policy
 - o Basic understanding of Active Directory Certificate Services
 - Basic understanding of Key Management Services, DNS, DHCP, SCCM, SCOM and WSUS
 - Understanding of Microsoft Exchange Server including Outlook Client Configuration and GP Management
 - Understanding of Virtual Server Technologies, preferably VMware ESX3/4
 - Understanding of networking and wireless systems
 - Content Filtering Systems and Enterprise Anti-Virus Solutions
 - Apple, Knowledge of
 - o OSX and associated apple software
 - o Integrating PC and Mac networks successfully
 - o Knowledge of Logic, ProTools and Final Cut Pro desirable
 - Sound and up-to-date knowledge of current IT practice and its practical application

- **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 Director, develop the security and long-term planning of the network.
- Ensure all Academy Service Levels and Key Performance Indicators are met trouble-shoot 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 internet facilities no matter where they are
- Under the guidance of the IT Director, ensure compliance with all IT-related legislation including matters related to data protection 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
- Monitoring the procurement system, leading the sourcing of new equipment to complete agreed projects and liaising with external suppliers
- Install hardware and remove 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 printers in terms of refilling printer toner and ink cartridges, head cleaning and alignment.
- 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 Director of IT

- 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 Director of IT and/or Director of Finance & Resources



- **Other**
 - 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
 - Treat all users of the Academy with courtesy and consideration
 - Present a positive personal image, contributing to a welcoming school environment which supports equal opportunities for all
 - Knowledge and understanding of audio and video editing systems is desirable
- **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.

As Hammersmith Academy is a new start school, the job description will evolve and candidates will be required to adapt to changing circumstances. The framework of responsibilities will be reviewed periodically to meet new challenges. The person in post may also be required to carry out such other duties consistent with the grade from time to time.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences

Person Specification

Candidate profile

This post provides an excellent opportunity to make a real difference to this state-of-the-art new build school. 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:

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