



HABERDASHERS' ASKE'S

KNIGHTS ACADEMY



2018-19 SENIOR IT TECHNICIAN RECRUITMENT PACKAGE

AN ALL THROUGH
3 - 18 ACADEMY

www.haaf.org.uk



From the Principal

Dear Candidate

Thank you for your interest in the post of Senior IT Technician at Haberdashers' Aske's Knights Academy.

For this exciting position, I am determined to recruit a talented individual who shares the school's vision to provide exceptional comprehensive education. You will show the drive, tenacity and ability to realise this ambition. You will need to demonstrate a commitment to your own education and to yours and others' professional development. The core purpose of this post is to support the practical and technical aspects of the science curriculum by preparing, providing, maintaining, organising and managing the resources required for healthy, safe and secure, exciting practical activities to be carried out by staff and students.

I firmly believe the distinct Haberdashers' Federation ethos gives those who work in our schools the competitive edge. Working closely with colleagues across our Federation will give you access to first class professional development opportunities in your role. Ours is a culture of enthusiasm for high performance plus continuous improvement; and one of teamwork and open communication. By working together, we are afforded a distinct advantage in what we are able to offer new staff to the Federation. The opportunity for you to advance your career with us is first class.

Knights Academy is a vibrant, diverse school community with a relentless focus on high expectations and aspirations. The academy opened in 2005 and, with the addition of a primary phase in 2010, subsumed two very low-attaining local authority controlled schools to become a large all through 3-18 Academy. We serve the families of the local community in the London Borough of Lewisham and since 2005 we have been on a trajectory of rapid improvement. We strive for excellence in all that we do, whether that is standards of academic attainment, presentation, or behaviour.

The Federation currently comprises three all-through schools and one free primary school, which totals over 5,000 students and 600 staff. The scale of expertise and leadership across our Federation gives us enormous capacity. It is this capacity that has resulted in the success of the Federation, and it is this capacity that allows us to mount new ventures and allows our staff to take on new opportunities and rapid development trajectories.

Our school and our Federation is a uniquely exciting place to be and I hope that you decide to join us in our current phase of rapid development and growth.

Dr Tesca Bennett
Principal
Haberdashers' Aske's Knights Academy



From the Chief Executive

A message from the Chief Executive

A very warm welcome to Haberdashers' Aske's Federation. We are a Multi-Academy Trust of three secondary schools and five primary schools organised as three all-through 3-18 academies and a primary free school:

Haberdashers' Aske's Crayford Academy

Haberdashers' Aske's Knights Academy

Haberdashers' Aske's Hatcham College

Hatcham Temple Grove Free School

Our schools are in the London Boroughs of Lewisham and Bexley and educate over 5,000 children and young people in south-east London. All our schools have a single vision and ethos and are committed to valuing tradition, as well as progress, and promoting excellence in every area of school life, and to ensuring every student in our care fulfils their potential. We have a strong ethos based on mutual respect and responsible behaviour.

Our Principal Sponsors, the Worshipful Company of Haberdashers, take a keen interest in the welfare and progress of our students and are extremely generous with their support and expertise.

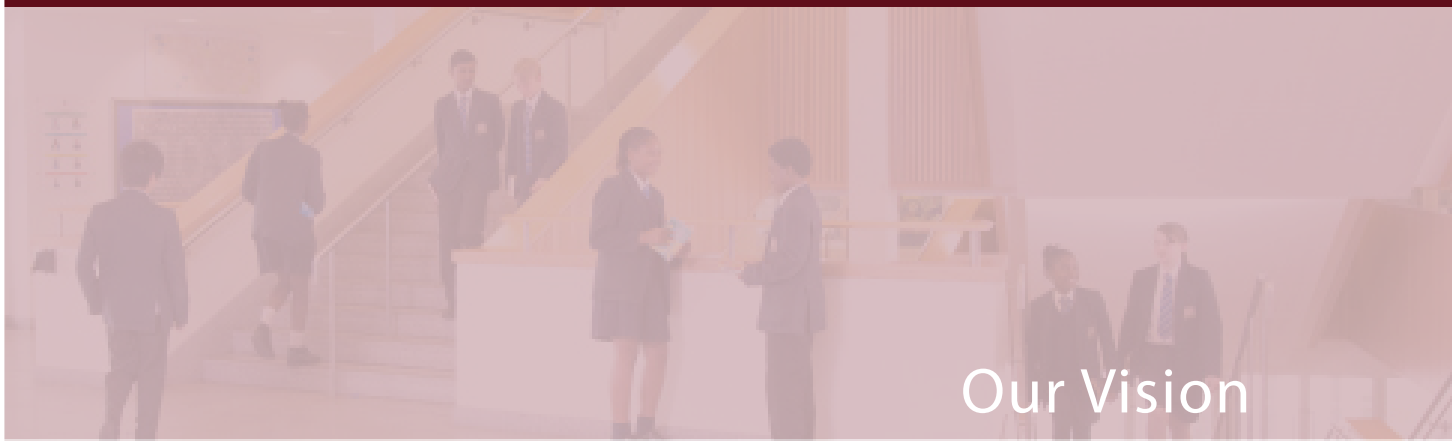
Being part of a Multi Academy Trust

Our Federation brings together primary and secondary schools in an innovative and ambitious way. United by a single Trust Board, Chief Executive, Finance Director and Director of Performance, our three all-through school clusters are autonomous schools with their own Principals and senior leadership teams.

At the same time, links develop at every level and in every area of school life. There are excellent opportunities for sharing resources, learning from each other and student and teacher exchange. The Federation is at the cutting edge of national educational initiatives, committed to research and development and to adopting creative solutions that will benefit all students.

All our students are inspired to reach their full potential, no matter their ability or background; aspirations and achievements are constantly raised; the improvement of standards reflects the needs of the local and wider communities, through the highest quality academic, personal and vocational teaching and guidance. We build on the strengths and experiences of our schools so that our students become independent learners, fully equipped for the opportunities, challenges and responsibilities of adult life in the 21st century and well prepared to be the leaders, professionals and parents of tomorrow.

Adrian Percival
CEO



Our Vision

The Haberdashers' Aske's Federation is a Federation of three all-through academies, each at the heart of their community that share a vision for the education of children and young people. Our vision is built from our values of aspiration and achievement, personal responsibility, self-discipline and mutual respect. We are forward-looking and value innovation within the context of our long tradition of providing excellent education. Based upon these values we aim to ensure all the children and young people who come to our schools:

- are happy and safe at school and are able to learn successfully within a supportive environment.
- are able to achieve their full potential personally, academically and socially.
- develop and grow as independent, resourceful and resilient individuals.
- are equipped with the skills, qualifications and love of learning they will need to be successful

“We are forward-looking and value innovation within the context of our long tradition of providing excellent education.”

We will achieve these aims by providing a safe environment where all children and young people can succeed through:

- Provision of a curriculum that is stretching, relevant and provides each student with the opportunity to excel.
- High expectations of every member of our community.
- Excellent teaching, leading to the highest standards of academic excellence.
- The best standards of behaviour based upon our values of mutual respect, self-discipline and self-confidence.
- A respect for tradition that embraces innovation and challenge.



Role Description

SENIOR IT TECHNICIAN

The senior IT technician is responsible for providing day-to-day support at the school, whilst supporting other members of the team. The successful candidate will also be responsible for supporting day-to-day IT operations in the absence of the IT service manager. They will be responsible for responding to IT support requests in accordance with the helpdesk procedures and priorities. The candidate must ensure they deliver a high quality service to all users in line with the school's service level agreements.

PREVIOUS EXPERIENCE

- The successful candidate will have a minimum two years IT technician or first / second line support experience. They will ideally possess a recognised academic qualification or experience appropriate to the role. Ideally the successful candidate will have previous experience in working within the education

OPERATIONAL DUTIES 80%

- Providing first and second line support to all users in line with the helpdesk procedures and priorities to ensure appropriate service levels are maintained and issues resolved satisfactorily.
- Maintaining regular communication with users whilst resolving their logged issues.
- Supporting and maintaining all school-owned user technology including desktops, software, laptops, printers, and mobile technology.
- Proactively review the full IT Services technology estate to provide high quality service standards.
- Walking all sites and checking IT equipment in order to log any faults and damage in the IT helpdesk.
- A wide range of technical duties primarily in connection with maintaining, upgrading and replacing IT installations.
- Monitoring the performance of IT and audio-visual hardware, software and cabling with a view to rectifying particular or recurring problems and providing reports to the IT services manager.
- Maintaining an accurate and complete asset register of all IT services assets and completing audits against the asset registers in line with the school's procedures.
- Maintaining documentation on IT hardware, software and audio-visual equipment.
- Testing equipment and supporting internal and external events where IT support is required.
- Acting as an escalation role for the first line support staff.
- Supporting the IT technician to deliver first and possibly second line support to users.



Role Description

Responsibilities

PROJECT AND DEVELOPMENT DUTIES 20%

- Identifying IT service improvements.
- Supporting the successful delivery of any new projects or developments.
- Participating in planning processes and providing feedback on these as the year progresses.
- Working with the systems administrator and third party suppliers to obtain 'on the job' and handover training for any new developments or changes.
- Supporting the Foundation's systems administrator to install, support and maintain IT hardware and services.
- Driving personal continued professional development, in line with the school's CPD model and IT requirements.
- Supporting the IT apprentice's development plan linked to course requirements.
- Experience and Knowledge
- Experience with:
 - Supporting, troubleshooting and resolving issues in a wide variety of computer and AV hardware including cabling and peripherals.
 - Windows and Apple Mac systems, software and services.
 - Current IT best practice, products and statutory requirements.
 - Working using structured helpdesk policies and procedures in a support environment, ideally education.
- IT service support methodologies such as ITIL.

SKILLS AND APTITUDES:

- Work and achieve results under pressure, while remaining calm.
- Work in a busy environment and seek information from several sources before acting.
- Communicate politely and effectively at all times to a wide range of users, key stakeholders and external organisations.
- Discuss and explain technical issues to non-technical users.
- Work well within a team environment.
- Balance large quantities of concurrent tasks.
- Continually develop their own skills and knowledge 'on the job' and through agreed professional development.
- Provide direction and coaching to others to enable achievement of objectives

Person Specification

Criteria	Essen- tial	Desir- able	How identified and assessed*
Education/qualification and training			
Is a IT graduate or holds other relevant IT based qualifications and experience	✓		AP,I, R, AS
A higher qualification in IT and/or management.		✓	AP,I, R, AS
Knowledge and skills			
Work in a busy environment and seek information from several sources before acting.		✓	AP,I, R
Has good ICT skills (Microsoft Office & SIMS) and a willingness to keep up to date with developments in software and database packages	✓		AP,I, R
Communicate politely and effectively at all times to a wide range of users, key stakeholders and external organisations.	✓		AP,I, R
Work well within a team environment.	✓		AP,AS,I,R
Continually develop their own skills and knowledge 'on the job' and through agreed professional development.	✓		AP,AS,I,R
Provide direction and coaching to others to enable achievement of objectives, whilst maintaining accountability.	✓		AP,I, R
Experience			
Windows and Apple Mac systems, software and services.	✓		AP,I,R
Supporting, troubleshooting and resolving issues in a wide variety of computer and AV hardware including cabling and peripherals.		✓	AP, AS,I, R
Current IT best practice, products and statutory requirements	✓		AP,I, R
Is a 'can do' person who works positively and collaboratively	✓		AP, I, R
Working using structured helpdesk policies and procedures in a support environment, ideally education.		✓	AS,I,R
Will demonstrate the ability to lead and work within teams	✓		AP,AS,I, R
Is committed to introducing a range of innovative and forward thinking strategies	✓		AS,I,R
Ability to motivate and inspire others: colleagues	✓		AS,I,R
Commitment to safeguarding and promoting the welfare of children and young people	✓		AP,AS,I,R

* AP: application, AS: assessment, I: interview, P: presentation; R: references



Additional Recruitment Information

Recruitment Schedule

- Closing date: 16th January 2018 - 12:00pm
- Interviews: 23rd January 2018

Recruitment Process

Once you have submitted your application, it will be assessed against the criteria in the person specification. If you attain high scores you will then be invited to attend an interview assessment.

This may include:

- Psychometric assessment
- Biographical and competency based interview
- Classroom observation
- Visit around the school
- Case study
- Presentation
- Software tests

References

Before you are invited to interview, the Academy will obtain references from your referees. In order to prevent a delay please ensure that the reference section of the application form is accurate and completed in full.

Right to work in the UK

Section 8 of the Asylum and Immigration Act 2006 makes it a criminal offence for an employer to take on a new employee whose immigration status prevents him/her from taking up employment. If you are invited to attend an interview you will be asked to produce original and up to date documentary evidence of your right to work in the UK.



Additional Recruitment Information

Data Protection

Any data about you will be held securely with access restricted to those involved in dealing with your application in the selection process. By signing and submitting your application form you are giving consent to the processing of your data.

Criminal Convictions

All education establishments in the UK are exempted from the Rehabilitation of Offenders Act 1974. In practice this means that all applicants must inform on all spent and unspent convictions on their application form and when completing a Disclosure and Barring form. Failure to provide this information may result in dismissal. List 99 is also obtained on anyone who will be working or coming into contact with children; and must be received by the Academy before employment can commence.

Equality and Diversity

We recognise the benefits of a diverse workforce such as ideas and talent. We are committed to eradicating discrimination in the workplace; and becoming an employer of choice.

Newly Qualified Teachers (NQTs)

NQT's who have been qualified for less than 12 months are welcome to apply for our teaching vacancies.

Special requirements

If you require reasonable adjustments prior to your interview, these can be arranged by emailing knightshr@haaf.org.uk and where practical we will support your request.

Visiting the Academy

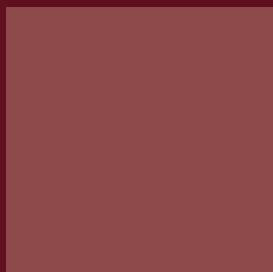
If you are successfully shortlisted to attend an interview you will be given the opportunity to have a tour of the school.



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