



ICT Technician Information Pack



'At The Bridge Academy, we believe that every child deserves the chance to succeed and we all work hard to make sure that happens'

| **Hard Work** | **Integrity** | **Kindness** |

CONTENTS

Letter from Mr C. Brown, Principal.....	3
The Bridge Academy Mission, Vision and Values	4
Safeguarding Children	5
Staff Rewards & Benefits	6
Job Description	9
Job Specification	11
Advert Information.....	12

A Bridge to Your Future

The Bridge Academy, Hackney, Laburnum Street, Hackney, London, E2 8BA

T 020 7749 5240 www.bridgeacademy.hackney.sch.uk

Twitter: www.twitter.com/BridgeAcademyE2

Instagram: www.instagram.com/thebridgeacademyhackney/



Dear Applicant,

Our Academy is an academic, inclusive and inspirational environment where innovative thinking and creativity are encouraged and aspirations are raised.

Our core values of Hard Work, Integrity and Kindness underpin everything that we do, and from the moment our students arrive at The Bridge Academy we ask them to live these values 100% of the time. Our approach of high expectations, rigour and a relentless focus on success means that it is cool to be smart at Bridge and all students work hard to reach their full potential.

Our award-winning building is outstanding. We have state of the art facilities and a wide variety of community groups we work with benefit from this. We value our staff members and we offer a professionally stimulating and supportive working environment. We hold a strong commitment to professional development and our staff enjoy a range of rewards and benefits, as outlined from page 5.

Our sponsors UBS, a leading global financial services firm, has led the establishment of our school from the outset and they continue to support us significantly.

Thank you for your interest in this position and we look forward to receiving your application by **9:00am on Monday 10th January 2022**. The application documentation should be submitted to Priscilla Agyare, Human Resources Manager: Priscilla.agyare@bridgeacademy.hackney.sch.uk.

Yours faithfully,

Mr C. Brown
Principal

THE BRIDGE ACADEMY MISSION, VISION AND VALUES

We are an Academy on a mission: to ensure that every student can succeed at a good university or equivalent, thrive in their chosen field and live a great life. This has led us to develop The Bridge Academy values to guide our decision making and set our expectations for both students and staff:

Hard Work

- We do what it takes for as long as it takes.
- We remain positive and never give up.
- We never stop trying to get better.

Integrity

- We do the right thing, even when no-one is watching.
- We are always honest and do not make excuses.
- We take responsibility and do our best every time.

Kindness

- We have high standards because we care.
- We treat others fairly and respectfully.
- Helping a member of our team is helping ourselves.

SAFEGUARDING CHILDREN

The Bridge Academy is committed to safeguarding and promoting the welfare of children. We expect all staff and to share this commitment, therefore all positions will involve a degree of responsibility for the safeguarding and welfare of children.

CVs will not be accepted in place of application forms and references will be sought for applicants at the short-listing stage.

All positions are exempt from the provisions of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020). At the short-listing stage applicants will need to complete a self-declaration form, providing details of any previous convictions and cautions, including those which would normally be considered "spent", except those that are classed as protected offences.

All appointments will be subject to the necessary safeguarding checks, which include:

- A satisfactory Enhanced DBS check (including a barred list information).
- Additional overseas checks where required.
- A fitness health questionnaire to verify the individual's mental and physical fitness to carry out their work responsibilities.
- Verification of the individual's right to work in the UK and professional qualifications as appropriate.
- A Prohibition Check for teaching staff.
- A section 128 direction check for individuals who will be undertaking management positions.

Please refer to further information on our safeguarding and child protection procedures via the following link: <https://www.bridgeacademy.hackney.sch.uk/Safeguarding/Safeguarding/index.asp>

STAFF REWARDS & BENEFITS

We believe that working at The Bridge Academy is different from working at other Academies - we are always prepared to go the extra mile for our students to succeed. Our Academy has many unique aspects and one of them is the degree to which we care for our staff. A snapshot of some of the particular rewards and benefits are outlined below.

Annual Salaries

We offer competitive salaries including recruitment & retention allowances, in some cases.

Annual Season Ticket Loans

Staff members can apply for an annual season ticket loan where the cost of the season ticket is spread over 10 monthly payments, interest free.

Barbican Card

<http://www.barbican.org.uk/>

The Barbican card through UBS, is free for all staff members who request it. It provides a variety of benefits and discounts:

- Unlimited free access to Art Gallery exhibitions for all staff members and a guest
- 25% off standard price first run and regular release cinema tickets*
- 25% off selected theatre and music productions*
- 15% off food and drink at all Barbican restaurants, bars and cafes
- 15% off purchases at the Barbican shops
- Access to the Members Lounge with up to 3 guests (pre-booking recommended)

*Subject to availability. A maximum of 2 tickets can be purchased per booking.

Cycle Scheme and Green Commute Initiative

<http://www.cyclescheme.co.uk>

<https://www.greencommuteinitiative.uk/>

These bike schemes provide staff members with the opportunity to purchase a bike of their choice, tax free. This for most people means a saving of around 32-47% of the total cost. Payment(s) are deducted via payroll over a specific period.

Employee Assistance Programme

The Employee Assistance Programme, offered via UBS is a 24/7 confidential service giving all Bridge Academy employees access to a range of support from lawyers, health and wellbeing professionals,

financial and debt specialists and counsellors. This free service can be used to support you with any personal or work-related issues that may be affecting your wellbeing.

Mindfulness Programme

Headspace is a mindfulness programme offered by UBS to all Bridge staff. It is an app-based solution of guided techniques designed to help you find more balance, wind down after a long day and reduce stress levels. It also gives helpful advice on physical exercises and healthy living, improving your sleeping habits and increasing your energy levels overall.

Optical Expenses

A contribution up to the amount of £25 is paid on behalf of the Academy for staff who require an eye tests. A contribution of £60, is also available towards glasses, for staff who frequently use Display Screen Equipment (DSE) and require glasses solely for this use.

Work + Family Space Services (Sponsored by UBS)

This service provides practical support, resources and information to working parents and carers, in order to assist them in juggling the demands of work and family. This includes:

- Backup Care: staff can book nannies, nurseries, childminders and/or adult and eldercare specialists when and where they need them. Staff are eligible to receive 10 free sessions of back up care per year.
- Help for fathers: topical information and Q&A responses looking at work and family from a father's point of view
- Confidential expert advice over the phone for all work and family challenges.
- Access to a range of holiday clubs nationwide, ideal for filling in awkward care gaps during the school holidays.
- Access to blogs, insider guides and webinars which provide guidance on a wide range of topics.

Gift Vouchers for 100% Attendance

We really value the commitment of our staff members and as a token of this, each term staff who have achieved 100% attendance are included in a prize draw, offering them the prospect of winning vouchers from top stores.

Our Award Winning Building

The quality of the working environment at The Bridge Academy contributes to the positive working atmosphere. We offer our staff members state of the art facilities & fantastic resources at our stunning canal-side location, just minutes from Haggerston Station and just over a mile from the heart of the City of London. Our facilities include the following:

Art Floor

- 3 designer classrooms
- A Kiln room

- An Art terrace affording views of London landmarks including the Olympic Park, Canary Wharf and the City and the BT Tower.

ICT suites

- 3 purpose built ICT suites, with retractable I-desks
- ICT facilities on all floors within the Academy

Music Facilities

- A large separate and dedicated, fully equipped music area, with three large classrooms and 12 practice rooms
- A separate music media suite, equipped with bespoke Mac desks and music keyboards
- Hi-tech recording studio

Performance Hall

- 370 seat auditorium with bleacher seating and a retracting dividing wall to create spaces on two levels.
- Cinema projection capability, instruments and AV lighting and sound systems.

Sixth Form

- A bespoke Sixth Form block
- Provides both Cisco training and Microsoft in-house

Sports Facilities

- A large sports hall, with a variety of sports resources
- Basketball facilities
- An Off-site Multi User Games Area (MUGA) and two Astro turf football pitches

Pension Scheme Contributions

We pay in a high percentage of monthly contributions for teaching staff (Teachers' Pension Scheme) and Support Staff (Local Government Pension Scheme) members enrolled in these pension schemes.

Relocation Support for Teaching Staff

New appointees joining The Bridge Academy on an annual salary below £30,000 may be eligible for additional support towards relocating to London. Applicants whom wish to be considered, should provide an additional statement with their application form, confirming details of the proposed relocation. Relocation support is not mandatory and the decision to provide support will be based on the applicant meeting a set of criteria.

Social Events: Lively staff social events are organised during the year, to ensure that staff members get the opportunity to unwind and enjoy a well-deserved break from work.

JOB DESCRIPTION

Job Title:	ICT Technician
Reporting to:	IT Manager
Annual Salary Scale Point Range:	Point 15 - 19 (currently: £22,477 - £24,397)
Working Hours:	37.5 hours per week, 7:45 am - 4:00 pm (including a 45 minutes lunch break)

The Academy's ICT Team

The ICT team are responsible for ensuring the smooth running of all IT systems to enable excellent teaching and learning across the Academy. The network consists of several Dell servers running through a VMware virtualization environment with a Windows server system. User devices are on windows 10 with a mix of thick and thin clients. There are around 700 desktops and laptops across the Academy and more than 1,200 users.

Job Purpose

The post-holder will:

- Provide excellent customer service via first line technical support to all I.T users across the Academy.
- Carry out maintenance and support of hardware and software, basic network management and administration of the Academy's systems.
- Work with the IT Manager and Senior ICT Technician to ensure that the day to day and operational provision of IT Services is efficient, effective and provides excellent value for money.

Key Responsibilities

- Work autonomously on helpdesk calls, tracking and resolving basic problems, monitoring progress through to resolution and ensuring effective communication with users at all times via the helpdesk portal.
- Install, configure, upgrade software packages, operating systems and applications as appropriate. Detect diagnose and resolve PC, peripheral and application errors and escalate where necessary.
- Maintain and repair network hardware, including PCs, laptops, iPads, telephones, mobiles, smartboards, etc., rolling out images, ensuring robust testing before use in the live environment, with minimum disruption to end users.

- Ensure that consumables items (projector lamps, toners, etc.) are stocked and Academy equipment is maintained to a high standard.
- Assist with the maintenance of the Academy's hardware asset management system, in line with the Academy's financial regulations and audit requirements.
- Set up new starters with network accounts, ICT hardware, access to relevant software and network folders, telephone accounts etc, as appropriate. Ensure all IT related items for leavers, are closed and any IT equipment are returned to the Academy.
- Project a positive "can do" attitude. To inform line manager of any arising issues, concerns, escalation or change requirements.
- Ensure the safe storage of the Academy's data and information systems, restoring data back to the network servers, for both students and staff when required.
- Carry out regular pro-active and preventative maintenance on PCs, laptops, printers and other end user devices.
- Ensure users are kept informed of planned service outages in relation to systems they use. Meet internal service level agreement targets for IT support.
- Play an active role in the conception and implementation of new IT projects.
- Liaise and work with teaching and support staff to ensure effective support for ICT users and systems. Set up ICT/AV equipment for events and meetings as requested by users.
- Liaise with external suppliers to resolve ICT related issues, ensuring the IT Manager is kept informed of progress.
- Carry out best value exercises when procuring goods and services, in line with the Academy's Financial regulations.
- Employ safe working practices, ensuring compliance with the relevant Health and Safety regulations and ensuring users are trained on the safe use of the equipment.

Other

- The postholder will be expected to undertake any other duties which may reasonably be regarded as commensurate with the role, requested by the IT Manager, Finance and Resources Director or the Principal.

This Job Description may be modified from time to time in consultation with the postholder if the need arises.

JOB SPECIFICATION

Qualifications & Experience

- Education to degree level or equivalent (desirable).
- Experience of working in an IT support role within a school environment (desirable).
- Office 2019, 2021, Office 365, Windows 10, 11 Operating Systems, with hands on experience of installation, maintenance and troubleshooting.
- Experience of working in a fast paced, busy environment.
- Customer care experience, liaising with IT users, using a helpdesk portal.
- Experience of installing and configuring computers, hardware, software, telephones, printers and scanners.
- Experience of working in and supporting a virtual environment (VMware/ Hyper V), Thin Clients (desirable).

Knowledge

- Windows server 2012, 2016, 2019 and Exchange e-mail system.
- Windows networking TCP/IP.
- Apple hardware and systems (desirable).
- Virtualization concepts (VMWare) Hyper-V (desirable).
- Automated software deployment and installation technologies (SCCM).
- Child protection and safeguarding children procedures (training will be provided).

Skills and Abilities

- Excellent problem solving and analytical skills.
- Strong written and verbal communication skills, with the ability to translate technical jargon into plain language.
- The ability to build and foster good working relationships with all stakeholders.
- The ability to organise and prioritise tasks effectively, work to tight deadlines and meet agreed targets.
- The ability to work using one's own initiative with minimal supervision and as part of team.
- The ability to take on, lead on new projects and follow through from inception through to implementation.

Other

- Undertake training as required in order to fulfil the requirements of the role.
- Keep abreast with relevant Academy policy documents to inform and develop practice.
- Participate in Quality Assurance and Performance Management procedures.
- Play an active role in regards to safeguarding all students and adults.

Post: ICT Technician
Annual Salary Point Range: 15 - 19
Annual Salary Range: £22,477 - £24,397
Hours: 37.5 hours per week, Mondays - Fridays from 7:45am – 4:00pm, (including 45 minutes lunch)
Job Start: Immediate
Location: South Hackney
Contract Type: Permanent

'The best school I've ever worked at: the culture, the staff and students, the training, everything!' (staff member)

'I was amazed at what a great atmosphere the school exuded, how well turned out the children were and how polite and bright they all seemed' (visitor)

The Bridge Academy is a truly exceptional school. Our students' progress is consistently excellent for GCSE and A level, and our superb personal development offer means that over the last three years we have been national debating champions, enjoyed a host of sporting successes and won both the Incorporated Society of Musicians Gold Award and the Hackney Mayor's award for music.

We are seeking an experienced ICT Technician who is totally aligned to our values of Hard Work, Integrity and Kindness and our mission: to ensure that every student will succeed at a good university or equivalent, thrive in their chosen field and live a great life.

The successful candidate will:

- Provide excellent customer service via first line technical support to all I.T users across the Academy.
- Carry out maintenance and support of hardware and software, basic network management and administration of the Academy's systems.
- Work with the IT Manager and Senior ICT Technician to ensure that the day to day and operational provision of IT Services is efficient, effective and provides excellent value for money.

Do you have:

- Previous experience in an IT support role within a school? (desirable)
- Experience of installing and configuring computers, hardware, software, telephones, printers and scanners etc.?
- Experience of working in and supporting a virtual environment (VMware/ Hyper V), Thin Clients? (desirable).
- Excellent communication, problem solving and analytical skills?

- Knowledge of Office 2019, 2021, Office 365, Windows 10, 11 Operating Systems, with hands on experience of installation, maintenance and troubleshooting?
- Knowledge of Windows server 2012, 2016, 2019, exchange e-mail systems, Windows networking TCP/IP, and automated software deployment and installation technologies (SCCM)?

If you are up for the challenge we would love to hear from you.

Our sponsors UBS provide significant support to the Academy, and we also work with a wide variety of community groups to ensure the best for all our students. Our award-winning building is outstanding and is based at our stunning canal-side location, just minutes from Haggerston Station and just over a mile from the heart of the City of London.

To apply for this position, please download and complete the application form and the additional information and monitoring form. Please ensure that you read our school workforce privacy notice. The application documentation should be submitted to Priscilla Agyare, Human Resources Manager: Priscilla.agyare@bridgeacademy.hackney.sch.uk. We encourage applicants from all sectors of the community to apply. **The deadline for applications is: 9:00am on Monday 10th January 2022.**

The Bridge Academy is committed to safeguarding and promoting the welfare of children. We expect all staff to share this commitment. All appointments will be subject to the necessary safeguarding checks, including receipt of a satisfactory Enhanced DBS check with barred list information.