



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** |

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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 Friday 22nd November 2024.**

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. References and an online search will be sought for candidates 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.

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 £30 is paid on behalf of the Academy for staff who require an eye tests. A contribution of £80, 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.

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 & 1 suite with retractable I-desks.
- ICT facilities on all floors within the Academy

Music Facilities

- A large, dedicated, fully equipped music area, with two large classrooms and 11 practice rooms.
- 2 music technology classrooms, equipped with Mac computers and midi keyboards

Performance Hall

- 350+ 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

Sports Facilities

- A large sports hall, with a variety of sports resources
- Basketball facilities
- An Off-site Multi User Games Area (MUGA) and two Astroturf 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
Salary Scale Point Range:	Point 19 – 23
Contractual Information	Permanent, 37.5 hours a week, 52 weeks a year. Mondays - Fridays, from 07:30am - 15:30pm with 30 mins for lunch.
Job Purpose:	To 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.

The Role

The role is based within the Academy's ICT Team. The ICT team is responsible for ensuring the smooth running of all IT systems to enable the highest standard of 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 800 desktops and laptops across the Academy and more than 1,200 users.

The Academy is seeking an ICT Technician, (preferably with experience in a school environment) who is able to provide 1st and 2nd line technical support to the Academy's users. The successful candidate will have a customer focused approach and carry out maintenance and support of hardware and software, basic network management administration and troubleshooting of the Academy's systems. This role will suit an individual who is seeking to step up from a 1st line support role.

Key Accountabilities

The post holder's key responsibilities across the Academy are, but not limited to:

- 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.
- Set up new starters with network accounts, ICT hardware, access to relevant software and network folders, as appropriate. Ensuring any leavers accounts are closed and equipment returned to the Academy.
- Carry out regular pro-active and preventative maintenance. Detect diagnose and resolve PC, peripheral and application errors. Maintain and repair network hardware, including PCs, laptops, smartboards, iPads, printers and other end user devices.

- Install and maintain standard network cabling; perform diagnostic and recovery routines on network equipment; configure network clients with appropriate server

information and software. Install and maintain VoIP devices, including administration of a VoIP portal solution.

- Install, test and manage software and operating systems across desktops in accordance with the necessary change control procedures, and technology, i.e. SCCM, MDT, imaging driver and software deployment, with minimum disruption to end users.
- Carrying out pro-active maintenance utilising monitoring tools, latest virus definitions, firmware, software, upgrades, patches and service packs to maximise system uptime and reliability.
- Employ Academy E- Safety policies through network security, monitoring and filtering tools ensuring appropriate network and Internet use by all users. Comply with the relevant Health and Safety regulations ensuring users are trained on the safe use of the equipment.
- 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, ensuring compliance with GDPR and data protection regulations.
- Liaise and work with teaching and support staff to ensure effective support for ICT users and systems. Liaise with external suppliers to resolve ICT related issues. Setting up ICT/AV equipment for events and meetings as and when required.
- Ensure users are kept informed of planned system service outages. Meet internal SLA targets for IT support. To play an active role in the in the conception and implementation of new IT projects.
- To project a positive "can do" attitude, using own initiative and have a willingness to undertake appropriate training that may be necessary in order to deliver responsibilities. To inform line manager of any arising issues, concerns, escalation or change requirements.
- Ensure that consumables items (toners, etc.) are stocked and maintained. Carry out best value exercise when procuring goods and services, in line with the Academy's Financial regulations.
- The postholder will be expected to undertake any other duties requested by the IT Manager, Finance and Resources Director or the Principal, which may reasonably be regarded as commensurate with the role.

PERSON SPECIFICATION

Essential [E] or Desirable [D]	Requirements	Assessment Criteria		
		Interview	Application	Task
Experience				
D	Experience of working in an IT support role within a school environment.		✓	
E	Experience of installation, maintenance and troubleshooting of Windows 10, 11 OS, Office 2019, 2021 Office 365 (SharePoint, Teams, OneDrive) Adobe applications, Classroom management software such as Senso.	✓	✓	
E	Customer care experience, liaising with IT users using a helpdesk portal.	✓	✓	
D	Knowledge of Microsoft Windows Server and its core services, e.g. ADDS GPO, MDT, WSUS, FSRM, DFS Microsoft Endpoint administration.	✓	✓	
D	Experience of using managed wireless networks (i.e. Cisco Meraki).	✓	✓	
E	Experience of installing and configuring computer hardware, telephones, printers, scanners and software.	✓	✓	
E	Knowledge and understanding of security in an education setting, such as Anti-Virus, Firewalls, user password policies.	✓	✓	
D	Experience of supporting Remote access solutions such as Citrix VDI.	✓	✓	
E	An understanding of the importance of Backup and Disaster Recovery solutions.	✓	✓	
D	Experience of supporting and Networking Apple Mac desktop and portable devices, Client and Server products.	✓	✓	

D	Experience of working in and supporting a virtual environment (VMware/ Hyper V), Thin Clients.	✓	✓	
Skills and Abilities				
E	Excellent problem solving and analytical skills	✓	✓	✓
E	Strong written and verbal communication skills, with the ability to translate technical jargon into plain language	✓	✓	✓
E	Ability to organise and prioritise tasks effectively, work using own initiative with minimal supervision	✓	✓	
E	Ability to work to tight deadlines and meet agreed targets.	✓	✓	
E	Ability to create clear concise system configuration user guides.			
E	Strong interpersonal skills, able to foster good working relationships with all stakeholders	✓	✓	
Knowledge				
E	Knowledge of windows server 2012, 2016, 2019, Exchange e-mail system and Microsoft 365.	✓	✓	
E	Knowledge of windows networking TCP/IP.	✓	✓	✓
D	Knowledge of virtualization concepts (VMWare) Hyper-V.	✓	✓	
Qualifications				
D	A Level or IT related discipline.	✓	✓	
Applicable to all staff				
E	Undertake training as required, in order to fulfil the requirements of the role.			
E	Read relevant academy policy documents, schemes of work and curriculum plans to inform and develop practice.	✓	✓	
E	Participate in Quality Assurance and Performance Management procedures.	✓	✓	
E	Knowledge and understanding of safeguarding of children and online e-safety.	✓	✓	✓

The Bridge Academy reserves the right to modify the above contents in order to ensure the needs of the Academy are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role.

ICT Technician

Job Start:	December 2024/January
Scale Point Range:	Point: 19 - 23
Annual Salary Range:	£28,947 - £31,836
Location:	South Hackney
Contract Type:	Permanent, Full Time Position

'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 excellent and our superb personal development offer means that over the last few 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.

Why choose us?

- Excellent student behaviour and highly supportive Senior Leadership Team.
- An Achievement-oriented culture where students work hard and it is cool to be smart.
- A warm/strict approach, meaning that our high standards do not come at the expense of inclusion.
- The belief that teaching must be a sustainable profession: clear systems and structures, sensible approach to feedback and no 'late night culture'.

We are seeking to appoint an ICT Technician who are totally aligned to our values of Hard Work, Integrity and Kindness, and completely committed to 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. This post is full time, Monday - Friday and the working hours are: 07:30am - 15:30pm.

The successful candidate will:

- Ideally have previous experience of working in an IT support role within a school environment. (Desirable, not essential)
- Have excellent communication, problem solving and analytical skills.
- Provide an efficient and effective ICT service to our staff and students, ensuring they are well supported in their use of ICT.
- Carry out maintenance and support of hardware and software, basic network management administration and troubleshooting of the Academy's systems.

This is a great opportunity for an individual who is seeking to step up from a 1st line support role. 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, a short walk from Haggerston Station and just over a mile from the heart of the City of London.

To apply for this position, please complete the online application via TES [here](#). Please also read our school workforce privacy notice. We encourage applicants from all sectors of the community to apply. **The deadline for applications is: 09:00am on Friday 22nd November 2024.**

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.