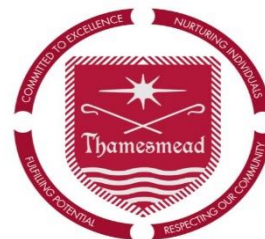


Thamesmead School



Candidate Information Pack Assistant System Manager

Thamesmead School
Manygate Lane
Shepperton
Middlesex
TW17 9EE

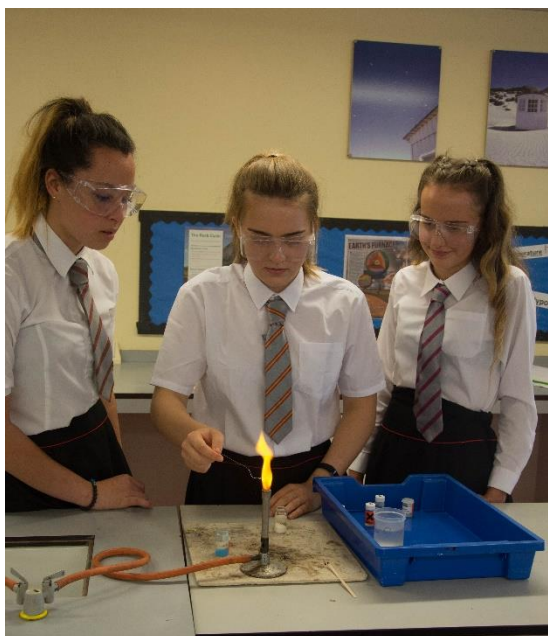
Telephone: 01932 219 400

Website: www.thamesmead.surrey.sch.uk



Contents

Letter from the Headteacher	3
Job Description	4
Person Specification	7
Reasons to work at Thamesmead School.....	7
How to Apply	9
Additional candidate information.....	10





Dear Colleague,

Thank you for your interest in working at Thamesmead School, you will be joining a successful IT support team.

Thamesmead is a successful 11-16 school rated good by Ofsted in June 2017. We are a happy community of staff and students and you will see that if you wish to come and visit us as part of your application.

The role of Assistant System Manager is an important one. We are seeking to appoint a highly motivated and dynamic individual capable of ensuring our students and staff receive an effective and consistent level of IT support across the school. The successful candidate will assist the System Manager in the maintenance of the School's IT networks and systems to ensure that they are effective in supporting teaching, learning and administration. You would provide day to day technical support for all users in order to ensure they can make optimum use of the school's IT networks and systems, associated hardware and software. The role would be of great value to someone keen to enhance their skills and experience within an IT setting.

I joined the school as Headteacher in September 2017. I was impressed by the hardworking students, the calm atmosphere, and the friendly welcome that I received on my first visit and I can vouch for that being typical of the school now I have been Head for four years.

Our staff like the strong and supportive team ethos that exists amongst those who work here. They like that we have high expectations of behaviour and standards from our students, and that we support our staff to uphold these. They like the work we have done to try and ensure workload remains manageable such as our shorter day, collaborative planning practices and the high-quality assistance that is provided for teaching by our committed team of support staff.

Our school vision and values ensure the best education, support and outcomes for our students in this fast changing and demanding world. Our four shared goals are:

To

- commit to excellence
- nurture individuals
- fulfil potential
- respect our community

To achieve these goals, we have seven Thamesmead values we encourage our students to aspire to:

- Aspiration
- Respect
- Independence
- Confidence
- Commitment
- Resilience

- Community

We are now working to embed these across our community as we continue to lead the school to further success. I hope that after reading all about us that you will want to apply to join our team and become a part of this journey.

I look forward to hearing from you in the near future.

Yours faithfully

Phil Reeves
Headteacher



Job Description

Job Title:	Assistant System Manager
Hours per week/ Weeks per year:	36 hours per week / 52 weeks per year Consideration can be given to those looking for a flexible or term time only role – please ensure this is recorded within your application.
Times of work:	8.00am – 4.15pm Monday to Friday
Surrey Pay Grade:	S7 £27,991 - £30,510
Responsible to:	Systems Manager

Job Purpose

- To support the Systems Manager in the delivery of a safe and effective school-based Information Communication Technology (ICT) resource for use by staff, students, parents and the wider community
- To support in the development of the school's ICT infrastructure, resources and ICT Support Team in line with the School Development Plan.
- To support the Systems Manager in the maintenance of the school's network infrastructure to the highest standard making sure proper backup systems, manual and guidance documentation are in place
- To ensure that contractual and legal obligations relating to ICT resources, systems and services are met, including linking with the Local Authority's ICT service and all commercial partners
- In liaison with the System Manager, be responsible for the strategic direction of the Parent Portal and Office 365

Responsibilities

- Support the Systems Manager with major developments of the school's ICT resources
- Provide high-quality technical support including routine maintenance

- Along with the Systems Manager produce the school ICT Network and Resource Plan and its review
- With the Systems Manager contribute to the School's SDP recognising the important role ICT has in raising standards of student achievement, teaching and learning excellence, and in improving administrative systems
- Monitor developments in ICT and consider how these can be used to further enhance Thamesmead as a centre of learning, both for curriculum and administration purposes, and as a community focused school
- Install and manage additional network components as appropriate
- With the Systems Manager ensure health and safety backup, virus protection and security procedures are in place to protect hardware, data and confidential information
- Support the effective operation of the School's Management Information System (MIS) - currently SIMS
- Liaise with the Systems Manager with regard to staff training and the appropriate use of ICT resources and applications by staff
- With the Systems Manager, document and publicise all ICT systems and procedures
- Support links with other education institutions to provide sharing of information and good practice

Key areas of responsibilities of the ICT Support Team

- ICT Network infrastructure and security including managing accessibility opportunities for all users
- Management Information System (currently SIMS)
- Interactive Whiteboards and Data Projectors; associated hardware and software
- Computers and laptops
- Peripheral Hardware (e.g. printers, photocopiers, telephones, OMR readers and scanners)
- Security (CCTV cameras and software support for staff identity badges and electronic entrances/exits)
- Software application on the Network and standalones
- School's office 365 use for staff resources
- Advice guidance and support for the use of all ICT hardware and software.

Personal effectiveness and development

- Keep abreast of educational changes and developments and assess their implications for the school's ICT resources
- Develop and maintain links with other secondary school technicians to collaboratively share best practice and solution developments for the application of ICT in school and the communities they serve
- Undertake other reasonable duties as required by the Systems Manager
- Promote and safeguard the welfare of children and young people with whom they come into contact
- Take corporate responsibility with the Systems Manager for all ICT infrastructures, hardware, software and development to ensure end user satisfaction
- Ensure, with Systems Manager, ICT support for all colleagues and students throughout the whole year.



Person Specification

Category	Essential	Desirable	Evidence form
Skills, Knowledge and Aptitudes	<ul style="list-style-type: none"> • BTEC level 4 national diploma for IT/Computing or equivalent • Knowledge of Windows based networks and operating systems • A knowledge of Microsoft packages including Office 365 Administration • A good knowledge of cloud/local server and device management • A good knowledge of IT security systems and backup solutions • Ability to prioritise tasks and meet deadlines • Strong listening skills • A strong team worker • Ability to communicate effectively with colleagues • Ability to stay calm under pressure • The aptitude to tackle problems that have not occurred before • The ability to work on own initiative • The ability to become competent in support of the School Management Information System • A keen interest in ICT and the changing world of hardware and software • A willingness to cooperate in the various tasks that arise out of new technologies 	<ul style="list-style-type: none"> • BSc Computer Science, electronic engineering, computer engineering • Certifications e.g. CompTIA A+, Network+, Security+ • Microsoft MCSA, MCSE or modern Azure equivalents e.g. AZ-104, AZ900 • A knowledge of various software and management systems (a list of current school software systems is attached for information) • Knowledge of Google G Suite • Basic network cabling installation skills to extend networks as required • A recognition of when to ask for help • The ability to install components and peripheral devices to stand alone machines and stations • A willingness to support new ideas and equipment 	Application form Letter of application Interview
Qualifications and Training	<ul style="list-style-type: none"> • GCSE or equivalent and/or post 16 further education or have broad relevant work experience that includes experience of operating and responding to non-routine work situations • Be willing to attend appropriate training and development 		Application form
Experience	<ul style="list-style-type: none"> • At least one year's experience of managing networks 	<ul style="list-style-type: none"> • Experience of a school environment managing 	Application form

	<ul style="list-style-type: none"> • Experience of acting in a support role to other staff 	<p>Windows based networks</p> <ul style="list-style-type: none"> • Supporting SQL servers • Experience of Interactive Whiteboard Technology • Experience of working with sound and/or lighting equipment 	Letter of application
Personal Qualities	<ul style="list-style-type: none"> • Person of integrity • Be self-motivated • Ability to remain impartial • Have good interpersonal skills • Plenty of energy, enthusiasm and imagination • Discretion when dealing with confidential information • A good sense of humour • A commitment to equal opportunities • Have an openness to learning and change • Good organisational skills • Willingness to learn within the role • Be suitable to work with children 	<ul style="list-style-type: none"> • Willing to contribute to the wider life of the school • Flexibility to allow for support in out of hours school events 	Interview References

Reasons to work at Thamesmead School

- Thamesmead students and staff are **friendly and fun** to work with. They like coming into school, behave well in class and achieve **good results**. In 2019 85% of our Year 11 students achieved grade 4 or above in both English and Maths. They have achieved positive Progress 8 scores each year and our score places us in the top 17% of schools in England.



- Thamesmead School is a **supportive community**. Respect is one of our seven Thamesmead values and our staff are kind, caring and respectful to each other. We work hard with our students to ensure they understand the importance of showing respect to all members of our community, and naturally this includes the classroom.
- At Thamesmead we place a **high emphasis on Professional Development** and provide a full and varied CPD programme for all support staff. Through a combination of independent pedagogical research and a

structured programme, our aim is for **all staff to be informed and reflective practitioners**, leading and developing best practice that ensures successful outcomes for all students. There is **an ethos of support in the school**, where everybody's principal aim is to provide the best education for the students as we can.



- We encourage collaboration and partnership with other schools. We enjoy **positive links** with many of our neighbouring schools, as well as those further afield including those in the primary and sixth form phase, and those in the independent sector. This creates many **opportunities for our staff** to work with colleagues in other organisations.
- Children of staff are given **priority in our admissions policy**. If you have worked in our oversubscribed school for two years or more you are given priority in our admissions policy over applications from those in local proximity of the school.



- We have an **accessible and approachable Leadership Team**. Our doors are open to staff and students and we provide visible support throughout the school. We have set up a 'change' group so that staff can provide input into the strategic development of the school.
- **Staff wellbeing** is of upmost importance at Thamesmead School. Strategic decisions are made to support staff in obtaining a good work life balance: consideration has been given to timings regarding marking load, assessment logging and meeting schedules to ensure staff are not overloaded. There is a wellbeing day in autumn term to help break up the long autumn term, every effort is made to accommodate absence for special occasions such as graduation or nativity plays. Finally, with the **school day ending at 2.35pm**, there is time in the afternoon for staff to complete lesson preparation or take part in student or staff based extracurricular activities. Thamesmead celebrates the successes of staff on a weekly basis via the 'Star of the Week' award; gives mindfulness advice weekly via email and provides frequent break and lunch time treats for staff!



- There are **opportunities to suit a variety of interests** from the adventurous to the sedate, either working with students on activities such as Duke of Edinburgh, expeditions and visits (visiting such places as Namibia and Costa Rica), the yearly school production (past productions include Oliver and Annie) alongside other performance related and sporting activities throughout the school year. Alternatively, for those who would like to spend time team building and bonding with staff, we have a variety of activities organised throughout the year including couch to 5k running group, football matches, curry nights, meditation, yoga and book club.

How to Apply

Application Process

The application process for this role is a three stage process:

- Application form
- Interview tasks
- Interview

To be considered for this role you must complete an application form which can be downloaded from <https://www.tes.com/jobs/employer/thamesmead-school-1005906> We are unable to accept CV applications.

Once the closing date has been reached all applications will be reviewed. The candidates who best demonstrate the skills listed in the person specification in their application will be invited to interview.

Thamesmead School reserves the right to progress no candidate to the next stage of the process, or not to appoint to the role, if candidates fail to demonstrate essential criteria in the person specification.

To ask any questions or to submit your completed application form, please email hr@thamesmead.surrey.sch.uk or contact Zoe Midwinter, HR Manager on 01932 219 448.

Closing date: Monday 29th November 2021

Interview date: to be confirmed

Start date: As soon as possible



Additional candidate information

Below is a list of all the current IT software and management systems that are used in the school:

Management Information Systems

- SIMS
- FMS
- Every

Server Management

- PowerShell
- Group Policy
- Sophos Central
- Sophos SG 310 Firewall & Filter
- Aruba Switch Management & CLI
- Veeam Backup Software
- Exchange Hybrid Server
- Azure AD connect
- MDT
- WSUS
- Hyper-V
- Papercut print management system
- SharePoint
- Alcatel OMC
- Ubiquity Cloud Key
- Ubiquity CCTV
- Word Press for school website
- PRTG Monitoring software
- HPE Servers
- Paxton Key fob system
- Mac networking on windows Domain
- Let's Encrypt
- Various cloud based curriculum learning software

Thamesmead School
Manygate Lane
Shepperton
Middlesex
TW17 9EE

Visit: www.thamesmead.surrey.sch.uk

Email: hr@thamesmead.surrey.sch.uk

Thamesmead School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Employment is subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS).