

SEVENOAKS SCHOOL

# ASSISTANT IT SUPPORT ANALYST

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## THE SCHOOL

Founded in 1432, Sevenoaks enjoys a global reputation as a centre of academic excellence and a flagship school for the International Baccalaureate. A co-educational day and boarding school, it offers a stimulating, intellectually demanding and balanced education for over 1200 students from ages 11 to 18.

Sevenoaks is one of the world's leading IB schools, having taught the International Baccalaureate for over 40 years. For nearly 20 years, all Sixth Form students have taken the full IB Diploma with consistently outstanding academic results which are testament to the school's experience and commitment to the programme.

Sevenoaks is the top large-cohort IB school in the UK and among the top five globally. In recent years it has been the second highest achieving large-cohort IB school in the world. Sevenoaks is also the top fully co-ed all-IB boarding school in the UK, according to Best Schools (Education Advisers Ltd). The Sunday Times named Sevenoaks School Co-educational Independent Secondary School of the Year in 2023.

The school is one of the largest employers in the local area, employing staff in a wide variety of roles, and aiming to be an employer of choice for top staff from around the world. We offer our staff a competitive range of benefits and are in the process of developing a range of progressive employment policies and opportunities for personal and professional development. All Sevenoaks staff are encouraged to enjoy facilities such as our sports centre and pool, attend performances

at our performing arts centre, and get involved in service activities within the local community. We strive to promote the positive mental and physical health of all staff, and are committed to ensuring that equality, diversity and inclusion are at the very heart of our culture and community. We believe every member of the school community should feel welcomed, included and valued.

## THE CAMPUS

The school is situated in the Kent market town of Sevenoaks and has a prime position at the top of the high street. The 100-acre site, which includes several listed buildings and attractive gardens, is beautifully landscaped and adjoins the medieval deer park of Knole. London is only a 30-minute train ride away and the school is in commutable distance from several Kent towns including Orpington, Tonbridge, Tunbridge Wells, Bromley, Kings Hill and Dartford.

Recent developments on campus include a superb sports centre, a state-of-the-art performing arts centre, a world-class Science and Technology Centre and a Global Study Centre for the Sixth Form. Our campus has earned several architectural awards, including two RIBA National Awards (2019, 2022).

With eight distinctive and comfortable boarding houses, our boarding community is fun, friendly and busy.

## THE TEAM

The IT Team provides a wide range of data and technology services to academic and support staff, as well as students. The team implements





and supports teaching and business applications, along with the infrastructure needed to keep them running reliably and safely. This includes a wide range of applications, as well as around 1,500 PCs tablets and laptops, as well as our campus wide network.

## THE ROLE

The primary purpose of this role is to help teaching and support staff, as well as students, by fulfilling IT service requests and fixing technology problems. This requires using problem solving abilities and IT knowledge to provide users with solutions to existing issues and new requirements. It requires a broad set of personal and technical skills and close co-operation with the rest of the IT Department.

This role would be suited to someone who does have some experience of working in IT, but is keen to grow and develop further, for example someone early in their IT career.

## REPORTING TO

The role reports to the Lead: User Services.

## MAIN DUTIES AND RESPONSIBILITIES

Please note this is a non-exhaustive list and serves to indicate the type of roles that the successful candidate would be required to undertake:

### SERVICE DELIVERY

- Investigate and resolve service desk calls, promptly and efficiently, according to defined priorities and demonstrating a positive and

empathetic approach.

- Assist the user services function of the IT Team.
- Demonstrate a customer focused approach to answering and resolving calls.
- Take a proactive approach to resolving service desk calls, so that calls are resolved quickly and as early as possible in the service process.
- Help with delivery of standard IT services.
- On occasion, setup for basic AV events.
- Suggest changes and improvements both to our technology landscape and the way we deliver IT services.
- When needed, update the team's asset register.

### DEVICES

- Assist with the setup, support and decommissioning of devices, including PCs, laptops and mobile phones.
- Setup and troubleshoot exam PCs.
- Help with the deployment and roll-out of user software, such as Microsoft Office, Adobe Creative Suite etc.
- Test and deploy a range of PC and laptop images for different school departments and users.
- Contribute to projects, such as the rollout of laptops to teachers and students.

## PERSON SPECIFICATION

### ESSENTIAL

- Enjoys helping people, problem solving and working as part of a team.
- Takes a logical, consistent approach to solving





problems, including diagnosis and testing.

- Keen to learn and improve skills and knowledge on an ongoing, day-to-day basis.
- Knowledge of IT support in an enterprise / corporate environment.
- Familiar with PCs and basic troubleshooting.
- Communicates appropriately with technical and non-technical colleagues, including demonstrating the ability to explain technical matters to non-technologists, at all levels.
- Focuses on providing excellent customer service at all times.
- Takes responsibility for service desk calls, owning them to the point of resolution.
- Able to work without close supervision.
- Demonstrates good organisational skills.
- A degree of flexibility may be required in the duties performed, to meet the needs of the service. The role may also naturally develop over time, especially as it is likely to involve the incumbent learning a considerable amount.

### **DESIRABLE**

- Experience working with a range of people, whether in a paid or voluntary capacity.
- Familiar with a range of technologies, including user devices.
- Able to demonstrate own learning on technology.

### **HOURS**

40 hours per week, all year round. Normally 8.30am–4.30pm, Monday to Friday. Over time this

is likely to evolve to include 8am–4pm or 9am–5pm.

After a period settling in to the role, the incumbent will also work occasional Saturday mornings during term time, on rotation with other team members, to cover Saturday morning school.

### **SALARY**

A salary of £25,500-£30,000 per year is available for this post, depending on the qualifications, skills and experience of the successful candidate.

### **BENEFITS**

- Holiday entitlement of 27 days per annum (excluding bank holidays)
- School lunch
- Free parking
- Membership of the school's defined contribution pension scheme is available
- Cycle to work scheme
- Membership of the school's fitness centre
- Employee Assistance Programme
- Free or reduced price tickets to events in The Space, our Performing Arts Centre
- Sevenoaks School Savers voluntary benefit scheme
- Fee remission policy (terms apply)

### **NOTE**

This job description is not intended to be a comprehensive statement of procedures and responsibilities, but instead sets out the principal expectations of the school in relation to the post holder's professional responsibilities and duties.





We are looking for an individual who is adaptable, flexible and willing to carry out the wide range of duties that are likely to be required to make a success of this role.

## CHILD PROTECTION

All staff have a responsibility for promoting and safeguarding the welfare of children with whom they come into contact and are required to adhere to and ensure compliance with the school's Safeguarding Policy Statement at all times. If, in the course of carrying out their duties, a member of staff becomes aware of any actual or potential risks to the safety or welfare of children in the school, they must immediately report their concerns to the Deputy Head (Pastoral).

## OFFER CONDITIONS

Sevenoaks School is committed to safeguarding and promoting the welfare of children, therefore, the offer of employment is subject to the satisfactory completion of a number of background checks including but not limited to an enhanced DBS check with Children's Barred List check, the taking up and verification of references and the verification of career history and fitness to undertake the role. The complete list of required checks will be provided to the successful candidate.

## HEALTH AND SAFETY

Under the Health and Safety at Work Act 1974 and subsequent legislation, the school is obliged

to provide you with a workplace and working conditions which so far as is reasonably practicable, are safe and without risk to health. You are required by health and safety legislation to take reasonable care for your own health and safety and for the health and safety of others.

## APPLICATION

If you wish to be considered for this role, please contact Sophie Ved from Franklin Bates on the following email address, [sophie.ved@franklinbates.com](mailto:sophie.ved@franklinbates.com) with your CV.

**The closing date for applications is 25/02/2025 at 23:59.**

Applications will be reviewed on a daily basis and interviews may occur at any stage. The school reserves the right to appoint at any stage of the recruitment process. We therefore invite interested candidates to apply as soon as possible rather than working to the closing date.

At Sevenoaks School our mission is to ensure that students secure their full potential. We prepare young people for life in a modern, global society and seek to provide every student with excellent role models. Having a diverse staff enhances our school community and we warmly welcome applicants from all backgrounds.

Please contact the Human Resources Office at [humanresources@sevenoaksschool.org](mailto:humanresources@sevenoaksschool.org) or by telephone on 01732 467740 if you have any questions.