

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, around 1,500 PCs, laptops and mobile devices, as well as our campus wide network.

We have delivered a significant amount of technology change to the school in recent years, with a number of exciting projects in prospect.

## 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 resolving technology incidents and issues. 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 has some prior IT experience (e.g. first line or service desk) but is keen to grow and develop further, for example someone early in their IT career.

## REPORTING TO

This role reports to the User Services Manager.

## 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.
- Demonstrating a positive and empathetic approach to helping staff and students.
- Take a proactive approach to resolving service desk calls, so that calls are resolved quickly and as early as possible in the service process.
- Contribute to the delivery and continual improvement of IT services.
- On occasion, set-up for basic AV events.
- Suggest changes and improvements both to our technology landscape and the way we deliver IT services.
- Ensure timely and accurate updates to the team's asset register.

## DEVICES

- Assist with the imaging, setup, support and decommissioning of user devices, mainly PCs, laptops and mobile phones.
- Deploy, update, and support user software (e.g. Microsoft 365, Adobe Creative Cloud, exam applications).
- Test and deploy a range of PC and laptop images for different school departments and users.
- Setup and troubleshoot exam PCs.
- Issue and track loan devices.
- Support IT projects, such as large-scale device rollouts or system upgrades.





## 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.
- Understanding of IT support in a mainly Windows / Microsoft 365 enterprise environment.
- Experience with Windows PCs and basic troubleshooting of hardware/software issues.
- Communicates clearly with both technical and non-technical colleagues, adapting language to suit different audiences.
- Focuses on providing excellent customer service at all times.
- Takes responsibility for service desk calls, owning them to the point of resolution.
- Able to learn tasks and technologies quickly and then work without close supervision.
- Demonstrates good personal 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 (e.g. Windows, iOS, Android, AV equipment).
- Able to demonstrate self-directed learning and application of new technologies.

### NOTE

This job description is not intended to be a comprehensive statement of procedures and responsibilities, but instead sets out the principle 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.

### HOURS

From Monday to Friday, this role works on a rota, along with the other main user service roles. At present, this is either 8am – 4pm, 8.30am – 4.30pm, or 9am – 5pm. This pattern may evolve over time, to fit the department's needs and the working patterns of the team members.

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

### SALARY

A salary of £26,265-£30,900 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, increasing to 30 days per annum after 3 years of service (excluding bank holidays)
- School lunch
- Free parking (subject to availability)
- 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)

## 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.vine@franklinbates.com](mailto:sophie.vine@franklinbates.com) with your CV.

**The closing date for applications is 26/10/2025 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 about a completed application.