



CLAREMONT

FAN COURT SCHOOL



IT TECHNICIAN
JOB INFORMATION



THE SCHOOL

Welcome to Claremont, a thriving independent coeducational HMC day school in Esher, Surrey, educating approximately 1,200 pupils aged 2 to 18, with an even balance of girls and boys. Founded in 1922, Claremont was built from small but very significant foundations which has shaped our current mission, vision and ethos today. Nearly fifty years ago, we became fully co-educational and are now a school of choice for families seeking a high-quality, well-established and caring co-educational education.

At Claremont, we recognise and nurture the potential of every individual, helping each pupil to achieve more than they ever thought possible. Our entire philosophy is underpinned by goodness, with core values of courtesy, respect, trust, moral integrity, and self-discipline guiding all that we do.

Claremont is known for focusing on the academic potential of our pupils, but never at the expense of their pastoral wellbeing; for a culture that nurtures pupils' limitless potential, not just in exams but also in equipping them with the skills to shape the world around them at university, in their careers and in the wider society beyond.

We prioritise, too, an understanding of character and the way in which our relationship with others are fundamental to our successes in life, university and careers. The focus on building character qualities ensures that our pupils leave as positive, caring members of the global community.

Teachers, staff, pupils and their families are expected to support and extend the atmosphere of respect, courtesy, the love of learning and the value of friendship that is held dear at Claremont. This peaceful and purposeful intent extends throughout every lesson and into the pastoral and co-curricular activities we offer.

'They (pupils) become respectful and tolerant young people, ready for their next steps and appropriately prepared to contribute to society in whatever way they can.'

ISI REPORT (December 2024)



WORKING AT CLAREMONT

Claremont is more than just a school; it is a community. We are dedicated to creating a supporting, caring, and welcoming workplace where every employee can thrive. Diversity is celebrated, individuality is valued, and professional growth is encouraged and supported.

Our dedicated staff are our greatest strength. From the moment you join, you will receive a comprehensive induction and ongoing opportunities for professional development. Whether you are in a teaching or support role, you will be part of a team that works collaboratively to make a real difference.

We strive to attract outstanding individuals to join our teaching and support teams: our teachers are highly qualified, passionate professionals committed to inspiring every pupil and our support staff are integral to the success of the smooth and effective operation of our school. Above all, we are all dedicated to nurturing each pupil's unique talents and unlocking their limitless potential.

We welcome applications from candidates with a variety of professional backgrounds, both within and beyond education, recognising the strength this diversity brings to Claremont as an inclusive and forward-looking community.

Location

Set in 100 acres of historic grounds in Surrey, Claremont is conveniently located just outside Esher town centre, with easy access to the A3, M3, and M25, and excellent rail links to central London, Guildford, Hampton Court, and Reading from Claygate or Esher stations. There is ample free parking, cycle storage, and local bus services are readily available.

The area combines the space and natural beauty of the Surrey countryside, including the Surrey Hills Area of Outstanding Natural Beauty, with the culture, shopping, and entertainment of London, Kingston, and Guildford just a short journey away. Outdoor enthusiasts can enjoy walking along the River Thames, exploring Richmond Park and Bushy Park, or visiting neighbouring National Trust properties such as Claremont Gardens, or cycling and hiking at Box Hill.

Local attractions include Hampton Court Palace, RHS Wisley Gardens, and Sandown Racecourse, as well as theatres, cinemas, music venues, and sports clubs, providing plenty of opportunities for relaxation and recreation.



EQUALITY, DIVERSITY & INCLUSION

We are proud to be an equal opportunities employer and welcome applications from suitably qualified candidates from all backgrounds. We are fully committed to providing a friendly, positive, caring and professional working environment in which equality, diversity and inclusion are actively promoted, and all members of the Claremont community are treated with dignity and respect, free from discrimination, harassment or inappropriate behaviour.

We value individuality and seek to build a workforce that reflects the diversity of the community we serve. In accordance with the Equality Act 2010, we do not discriminate on the grounds of any protected characteristic, including age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex, or sexual orientation.

The school is committed to ensuring equality of opportunity throughout recruitment, employment and career development, making reasonable adjustments where required, and fostering an inclusive environment in which all members of the school community feel valued, respected, supported and able to thrive.



MISSION AND ETHOS

Mission

Our mission guides the ethos of the school and is a primary document for all who work at the school.

- To provide an environment where the God-given potential of every individual is recognised and valued. With this recognition comes the expectation of high personal achievement and moral standards and a developing awareness of our individual responsibility to each other and our world.
- To maintain a broad and forward-looking curriculum in which pupils are encouraged to think independently to meet the demands of a rapidly changing world.
- To encourage our pupils to awaken to all that is good and true within and around them in their spiritual journey of self- discovery.
- To equip our pupils with a strong set of values for future decision making.
- The following values are fundamental to everything we do: courtesy, respect, trust, moral integrity, self-discipline, love for God and man.
- The School embraces the whole Claremont family: pupils, parents, guardians, staff and governors in its mission, vision and ethos.

Vision

In accordance with our mission, Claremont Fan Court develops individuals who are outstanding citizens, aware of their responsibility to others and contribute positively to global society.

We realise this by being a high-quality school of choice where young people achieve more than they think is possible.

Ethos

Goodness underpins this school. Teachers, staff, pupils and their families are expected to support and extend the atmosphere of respect, courtesy, the love of learning and the value of friendship that is held dear at Claremont. This peaceful and purposeful intent extends throughout every lesson and into the pastoral and co-curricular activities we offer.

Young people leave Claremont as confident, contributing and caring members of the global community. They cherish the values that equip them to make a positive contribution and be a force for good in the world.



THE ROLE

Technology at Claremont

We integrate technology across all aspects of our curriculum to support academic progress and digital literacy development. By using advanced digital tools and platforms, we create interactive and immersive learning environments that cater to the diverse needs of our pupils. Our approach includes the use of cloud-based solutions, digital devices in classrooms, and innovative teaching methods that incorporate AI and other emerging technologies.

Technology is a critical component of the School for both academic and operational needs, and the School now needs to move its IT provision to the next level where capacity to deliver change and improvement are accelerated.

All our pupils from Year 3 have laptops for use throughout their time in school and at home. These are increasingly integral to their learning and the support and management of these lies with the IT support team. Providing support to these pupils of all ages is a key part of the team's work.

As part of the IT services team, the IT Technician will provide technical support to pupils, staff and parents across the school.

The IT Department provides information and communications technology services for up to 1500 users, in all areas of the School. This post will report directly to the head of IT and will need to provide outstanding IT support across the School, such as resolving support requests on computer hardware, software and network systems.

The IT team is made up of the head of IT, IT network manager, assistant network manager, IT technician, IT apprentice, and the theatre and AV technician.

The candidate will need to have excellent customer service skills and experience working within IT support, troubleshooting or helpdesk environment. This is an exciting opportunity for an enthusiastic individual with a passion and aptitude for information technology to work for a prestigious and forward-thinking independent school.

As a member of a fast paced department, this role will also involve supporting larger projects and technology change programmes across the school.



KEY RESPONSIBILITIES

- To provide first line IT Helpdesk support to Claremont staff, pupils, governors and visitors
- Maintaining regular communication with users whilst resolving their logged issues
- Hardware and software support of school devices, including Microsoft and Apple computers, printers, telephones and network equipment
- Fault diagnosis and repairs to a wide range of end-user devices
- User support for standard software packages and bespoke systems
- Use of a computerised Helpdesk facility (Halo ITSM) and management of tickets from inception to conclusion
- Call management of own calls and cover if required for other calls
- Escalating appropriate tickets to the right person to resolve a problematic issue
- The movement of items such as PCs, monitors and larger objects where required, whilst adhering to health and safety and manual handling guidelines
- Understand and comply with procedures and legislation relating to confidentiality
- Liaise with departments in the School to ensure events run smoothly, taking proactive steps to improve processes as required
- Act on behalf of IT when attending meetings
- Reporting any recurring issues and trends to the assistant network manager and IT network manager
- Keeping abreast of the IT asset register, regularly updating as required
- Acting as point of escalation, and mentor support for the School's IT apprentice
- Act and support the assistant network manager as required
- Help deliver the School's 1:1 Managed Device Scheme, including the provisioning and setup of devices each summer
- Supporting the assistant IT network manager and IT network manager with the successful delivery of any new projects or developments including installing new IT hardware and services
- Identifying IT service improvements and providing feedback on areas for improvement
- Driving personal continued professional development, in line with the school's CPD model and IT requirements

These responsibilities are not exhaustive, and the post holder may be required to carry out other duties as reasonably required in order to meet the needs of the School or department.



THE PERSON

The successful candidate is likely to meet the following criteria:

Previous experience

- The successful candidate will have a minimum two years' IT technician or first/second line support experience
- Ideally the successful candidate will have previous experience in working within the education sector and have excellent communication skills, with an ability to work independently and as part of a team

Knowledge and experience

- Experience in supporting and maintaining IT systems and infrastructure
- Knowledge of current best practice, products and statutory requirements, including IT health and safety
- Experience of working in a structured and process driven environment

Skills and aptitudes

- Able to provide high-quality, consistent technical support to staff, pupils & visitors
- Remain calm under pressure
- Deal with confidential and sensitive information with tact and discretion
- Discuss and explain technical issues to non-technical users

- Be capable and willing to learn and showcase new technologies outside of current knowledge
- The ability to adjust and adapt working practices to accommodate requirement changes
- Be able to problem solve, analyse issues, make informed judgments, take appropriate action and accept responsibility for results
- The ability to track, review and assess new and evolving hardware technologies and make recommendations on how they should be incorporated into the school (where appropriate)

Technical skills and knowledge

- Microsoft Active Directory
- Microsoft Hyper-V
- Windows Server
- IP Addressing, Subnets and VLANs
- HPE networks and configuration
- Dell EMC Hardware
- Cambium Wireless
- Microsoft 365
- Microsoft Intune
- Microsoft SharePoint, Teams & OneNote
- Microsoft Teams telephony
- Jamf School & Apple School Manager
- Halo ITSM
- Windows 11
- SAN theory, backup & replication technologies
- Cyber security technologies
- Managed print
- Smoothwall or similar firewall and filtering tools



EMPLOYEE BENEFITS

At Claremont, we are committed to attracting and retaining truly exceptional staff by offering a competitive benefits package that supports both professional growth and personal wellbeing:

Reward and Recognition

- Competitive salaries, reflecting qualifications, experience, and expertise
- Generous employer pension contributions
- Staff fee remission for eligible employee's children at Claremont who satisfy the admissions criteria following successful completion of probationary period
- Comprehensive life assurance for peace of mind

Professional development

- We foster a strong culture of continuous professional development, with encouragement at the highest level for ongoing training, further qualifications, and career progression

Wellbeing and Support

- Access to a confidential counselling service for employees and eligible family members (aged 18+), available 24 hours a day, 365 days a year
- Annual flu vaccinations provided free of charge
- An active social and wellbeing committee organising a varied programme of regular social events and activities, from book clubs, running

clubs and quizzes to sporting and social gatherings

- Access to the school gym at agreed times
- Family-friendly policies designed to support a healthy work-life balance, including enhanced maternity and paternity pay

Meals and Refreshments

- Complimentary lunches during term time, freshly prepared by our outstanding catering team
- Free tea, coffee, and refreshments available throughout the school day

Parking

- Free, onsite parking available for all staff
- Cycle storage area

Cycle to work scheme

- Access to Cyclescheme, allowing employees to purchase bicycles and accessories up to the value of £2,500

Holiday camp discounts

- Discounted rates for Claremont holiday camps for permanent staff during school holiday periods



HOW TO APPLY

Please ensure you read the job information pack carefully, as well as the school's Recruitment, Disclosures and Selection Policy, Safeguarding Policy and Applicant Privacy Policy on our website.

Interested applicants should complete an application via our [recruitment portal](#). If you have any questions about the application process, please contact jobs@claremont.surrey.sch.uk

References may be taken up at any stage during the recruitment process.

Claremont Fan Court School and its staff are committed to safeguarding the welfare of children. Successful applicants will be required to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. It is an offence for any person barred from working with children to apply for this post.

Terms and Conditions

Hours:

40 hours per week, Monday to Friday throughout the year. The post holder may be contacted out of hours in the event of an emergency. This could include evenings and weekends.

Holiday:

25 days plus bank holidays.

Salary:

£28,000 to £32,000 per annum, depending on skills and experience.

Closing date: Sunday 1 March 2026
We reserve the right to interview candidates prior to the closing date. Early applications are encouraged.



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