

City of  
London  
School

**Closing date**

Friday 29 May (9am)

**Interviews**

First Round - 5 June

Second Round - 10 June

Recruitment pack for the role of

# IT Support Engineer

Full time / Permanent

City of London School

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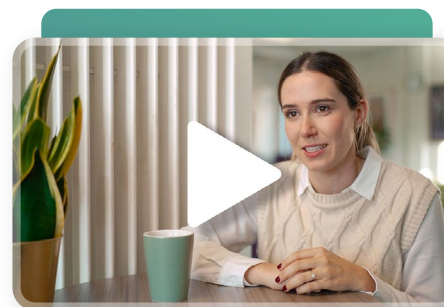
# City of London School

CLS was named by the Sunday Times as London Independent Secondary School of the Year 2020, and occupies an iconic modern site near St. Paul's Cathedral overlooking the River Thames, opposite Tate Modern.

Our School has a long-standing record of high academic achievement (93.4% of A-Level entries gained A\* to B grades in 2025, 63% Grade 9 at GCSE, 86% 9/8 and 96% 9-7 GCSE in 2025).

We aim always to provide an education in the broadest sense, combining academic excellence with exceptional pastoral care, framed by an outward-looking and forward-thinking approach. We also strive to make that education available to as many talented pupils as possible, through transformational bursaries for those who may not otherwise be able to afford the fees.

Visit our website to learn more about working at CLS and to meet some of our current staff



Hear what it's like to work at CLS from our own staff.





# Our Values and Vision

We understand that for pupils to thrive they must be happy. It is why we cherish individuality, shun stereotypes, and encourage every pupil to be the very best version of themselves. With a vibrant, multicultural city on our doorstep, we draw strength from difference, recognising that diverse perspectives can help answer big questions.



As a result, every member of our community is keenly aware of their responsibility and capacity to make a difference. We ensure our pupils are ready for the rapidly changing demands of the coming decades. This shows in our commitment to academic excellence and in our restless curiosity and desire to improve in everything we do.



## Kind.

We support and help to develop our pupils' health, happiness and well-being so that they can succeed at school and beyond. We nurture self-development and self-awareness so that every member of our community can become the best version of themselves.

## Aware.

Reflecting the multicultural city on our doorstep, our pupils and staff embrace and celebrate diverse voices, recognising that they improve their understanding of the world. We nurture a deep-seated sense of social responsibility. We are enriched by our collaborations with schools, businesses, arts organisations, and many other partners across London.

## Ready.

We are unashamedly academic. Our teaching is rigorous and exceptional, and our teachers challenge pupils appropriately and sensitively, so that they can thrive in university, work and life. We stimulate curious minds. Our boys have a restless inquisitiveness and lifelong joy of learning which equips them for a fast-changing world.



**Kind.**  
**Aware.**  
**Ready.**

A more detailed outline of our [Strategic Vision 2024-2029](#) is available on our website.

# Role Summary

We would like to hire an outstanding **IT Support Engineer** to join our school.

The main purpose of this post is to provide first and second-line technical support for all staff and pupils as one of the four points of contact for all IT-related support calls and IT service desk tickets. Prioritising calls and escalating to the IT Systems Manager if necessary. The IT Support Engineer will be responsible for mobile technology and covering hardware and software used within the School. They will support the Teaching and Learning division by collaborating with teaching staff, ensuring the School's requirement for access to information and interactive multimedia learning resources. They will be expected to contribute to short-term and long-term projects which support the department and organisation's objectives.

Role: **IT Support Engineer**

Employment: Full time, permanent

Start date: As soon as possible

Working hours: Working hours are 8:00 am to 4:00 pm or 8:30 am to 4:30 pm on a rotation to support the needs of the service

Salary: Grade C:  
**£38,080 - £42,150**  
including London weighting

Responsible to Director of Digital Strategy (City Schools)

We aspire to attract a staff that matches the social and cultural diversity of the CLS community. We welcome applications from anyone with the relevant skills and abilities, and particularly from those who may not previously have thought of applying to a school such as ours. We use CV Minder to anonymise applications.

# Main Duties

**Revision of Job Description:** according to the development and requirement of the school, job descriptions may need to be reviewed and updated periodically after consultation with the job holder.

- 1 As part of the support team, handle all incoming calls, and provide a professional first point of contact for all staff, pupils and external clients such as parents.
- 2 Taking ownership of assigned tickets through the IT service desk, and ensuring a prompt and efficient service, escalating to Systems and Data Managers if necessary.
- 3 Provide support to staff with the delivery of IT resources for events, meetings, assemblies and external speakers.
- 4 Maintain a knowledge base of any software or hardware problems encountered.
- 5 Maintenance and support of the school network infrastructure, software, hardware resources and stand-alone machines as directed by the Systems Manager and Director of Digital Strategy.
- 6 Administer and maintain end user accounts, permissions and access rights.
- 7 Assist with the identification and resolution of potential security breaches and vulnerability issues in a timely and accurate fashion.
- 8 Undertaking small IT projects instructed by the Director of Digital Strategy.
- 9 To assist with the on-boarding and off-boarding process of staff; creation of user accounts, liaising with HR and managers on account permissions and folder access.
- 10 Identifying solutions to solve software and hardware problems under the support of the Systems Manager.
- 11 Communicating with outside agencies and suppliers for the maintenance and repair of equipment.
- 12 Maintain good working order of the school's computers, printers and peripherals by performing scheduled checks.
- 13 Undertake network cabling adjustments as and when required to ensure all devices and peripherals are connected and accessible.
- 14 Maintain an accurate inventory of all devices issued to staff and students ensuring a regular audit is carried out during school holidays.
- 15 Actively seek to implement the City of London Corporation's Occupational Health and Safety and Wellbeing Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
- 16 Actively seek to implement the City of London Corporation's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
- 17 To undertake any other duties that may reasonably be requested appropriate to the grade.

# Person Specification

Please find below the key skills, knowledge and experience which are essential requirements for this post.

The following details the qualifications, experience and skills that the selection panel will be keen to explore with candidates. It is understood that no single person will fulfil every criterion and we encourage candidates to apply regardless and demonstrate, during the selection process, an openness to develop in areas where they might not have existing qualifications and/or experience.

a commitment to learning and development.

## Experience and knowledge

- ▶ Flexible, adaptable and diplomatic in their approach to work.
- ▶ Supporting with a range of administrative support tasks.
- ▶ Effective and adaptable communication skills; written and verbal.

## Professional qualifications,

- ▶ An understanding of Office 365 is required.
- ▶ Experience of using Azure Active Directory to manage users and devices is an advantage.
- ▶ Passion for and knowledge of current technology.
- ▶ A commitment to customer service and their experience.
- ▶ Ability and willingness to learn new technologies, practices and

# How to Apply

All applications must be completed by following the instructions on the City of London School website vacancies page: [www.cityoflondonschool.org.uk/about/vacancies](http://www.cityoflondonschool.org.uk/about/vacancies)

Closing Date: **Friday 29 May (9am)**

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**Second round: Wednesday 10 June**

*Note that we reserve the right to appoint before this deadline and therefore encourage early submissions.*



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City of London School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service..

Appointments are subject to satisfactory references, the receipt of an enhanced Disclosure and Barring Service certificate, medical clearance, confirmation of the right to work in the UK and overseas police checks where necessary. The schools undertake further checks as necessary including prohibition from teaching and management checks. This post is exempt from the Rehabilitation of Offenders Act 1974.

We welcome applications from all sectors of the community as we aspire to attract staff that match the social and cultural diversity of our pupil intake.

Our [Recruitment Policy](#) and [Safeguarding Policy](#) are available on the CLS website.

Further information about the School and a copy of the 2024 ISI Inspection report is available on the website: [www.cityoflondonschool.org.uk](http://www.cityoflondonschool.org.uk)



City of  
London  
School



**Kind.**  
**Aware.**  
**Ready.**

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[cityoflondonschool.org.uk](http://cityoflondonschool.org.uk)  
020 3680 6300



Proud to be part of the  
City of London Corporation