

SEVENOAKS SCHOOL

# 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 delivers a wide range of data and technology services to staff and students across the school. We support teaching and support





applications, as well as the infrastructure needed to run them reliably and securely. This includes a broad range of applications and around 1,500 PCs, tablets, and laptops, all connected to a campus-wide network.

## THE ROLE

The main purpose of this role is to provide day-to-day support for the school's IT users and also to help manage the school's technology platforms, particularly our Microsoft 365 tenancy and our server facilities.

The postholder will also gradually take the lead for the IT Team in cyber security, in terms of promoting awareness, policy, and best practice (rather than the technical details of all services). We do not expect candidates to have all these skills already and will provide training and potentially an apprenticeship or some other form of training in cybersecurity.

## REPORTING TO

The role reports to the Lead: Infrastructure as part of the school's IT Team

## 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:

### OPERATIONS AND SERVICE DELIVERY

- Investigate and resolve general IT Service Desk requests from staff and students. This includes managing calls to resolution.

- Provide support for servers, backups, Active Directory and Microsoft 365 and other hosted and cloud-based services and applications. (Training will be given in this, where needed)
- Help the Lead: Infrastructure to ensure systems are kept up to date with upgrades and regular patching.
- Support the implementation and testing of business continuity plans.
- Contribute subject matter knowledge to IT projects and service development.
- Create and update documents, such as operational processes, schematics, and technical guidelines.
- Carry out regular system monitoring and routine checks.
- Contribute to process improvements.
- Work with external vendors to define technical requirements, obtain quotes, and manage service delivery.
- Support the selection and deployment of hardware and applications.
- Collaborate with other members of the IT Team to assess and improve our cybersecurity position.
- Work with the IT Team on cybersecurity threats, practices and policies.
- Contribute to responses to cybersecurity threats, vulnerabilities, and incidents.

### TECHNOLOGIES

The postholder will work on a variety of technologies. While products and versions change



over time, this currently includes:

- Windows based desktops and laptops
- Microsoft 365 administration (Azure, Exchange, Teams, SharePoint)
- Active Directory
- Window Server, SQL server and VMWare
- Backup systems and disaster recovery tools

The postholder may not, initially, be familiar with all of these technologies. Training and assistance will be provided where needed.

## PERSON SPECIFICATION

### ESSENTIAL

- Provides responsive and high-quality customer service to our users, as part of the support team.
- Takes ownership of support issues and sees them through to resolution.
- Takes a logical, consistent approach to solving problems, including diagnosis and testing.
- Enjoys helping people, problem solving and working as part of a team.
- Knowledge and experience of managing servers.
- Communicates clearly with technical and non-technical colleagues and students.
- Quick to learn new technologies with minimal supervision.
- Organised, self-motivated, and able to manage workload independently.

- Genuine interest in IT, technology, and ongoing learning.
- Calm and professional approach under pressure, especially in security-related situations.

### DESIRABLE

- Experience working with a range of people, from children to senior leaders.
- Able to demonstrate own learning on technology.
- Understanding of academic processes and software.

### 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.

### HOURS

This is a full-time role, the basic hours are 40 hours per week. 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 or 9am – 5pm. This pattern may evolve over time, to fit a combination of the department's needs and the working patterns of the team members on this shift pattern.





The role holder will also work occasional Saturday mornings in term time (paid via timesheet). This is on-site and is done on rotation with other team members, to cover Saturday morning school.

## **SALARY**

A salary of **£38,110-£44,290** 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 (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 10/08/2025 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.