

IT OPERATIONS TECHNICIAN

CANDIDATE BRIEF

St John's School
LEATHERHEAD

About St John's



Thank you for your interest in St John's. We are proud of the outstanding work that our teaching and support staff do to create the vibrant, inclusive community which characterises our school. Working with us offers an opportunity to teach, grow, contribute and become part of a forward-thinking team. We look forward to welcoming an exceptional candidate to join us.

Alex Tate, The Head

St John's is a co-educational independent school for approximately 900 boys and girls aged 11 to 18. We are predominantly a day school (75% day, 25% boarding) with an innovative boarding offering which includes weekly, flexi and ad hoc options to create the best possible balance for busy families.

From the moment you step into St John's, you're met with a genuine sense of warmth and community. The blend of historic architecture and the vibrant energy of our staff and pupils creates an atmosphere that is both welcoming and inspiring, and a place in which to flourish.

Founded in 1851 to educate the sons of poor clergy, St John's has always been a forward-thinking school, evolving to meet the changing needs of the pupils we educate. As we celebrate 175 years of St John's, we are proud of our rich heritage and the generations of pupils, staff and families who have shaped the School's story. While the School has grown and adapted over time, our core values of courtesy, kindness, respect and tolerance remain at the heart of everything we do, providing a strong foundation for the future. Today, that commitment is reflected in our academic excellence and initiatives such as *The Quad: Life Skills* programme, which equips pupils with the skills, character and confidence to thrive in an ever-changing world.

Our mission is to create an environment that is kind, supportive and full of opportunity, that inspires and equips pupils to thrive now and in the future.

Interest from prospective families is strong and growing, with five applicants competing for every Year 7 (11+ Lower Third) and Year 9 (13+ Fourth Form) place. Our dedicated staff team ensures that class sizes remain small, allowing us to deliver an enriching learning experience for all our pupils. Pupils start their journey in Years 7 and 8 (Lower and Upper Third), as part of the Lower School. From Year 9 (Fourth Form) onwards, each pupil joins one of our boarding or day houses where they are cared for by a team of tutors and matrons, overseen by a Housemaster or Housemistress. The strong pastoral structure ensures every pupil is known, valued and supported as an individual. A truly rounded education is central to life at St John's. Pupils are encouraged to explore a rich array of co-curricular activities - from sport, music and drama to community service. We value the spiritual and moral insights that come from our founding Christian principles. Set in 50 acres of beautiful Surrey countryside, our campus is a short stroll into Leatherhead town centre and only 45 minutes by train from central London. With excellent transport links by road, rail and proximity to Heathrow and Gatwick airports, St John's is easily accessible. The campus is an impressive mix of mid-Victorian architecture and purpose-built contemporary additions. Our facilities are excellent - from the state-of-the-art Sports Centre to the high-quality IT infrastructure that supports a Bring Your Own Device (BYOD) policy. Every aspect of the School is designed to provide the best possible environment in which to learn and work.

Working at St John's







We believe there is no limit to what our pupils can achieve. Within our vibrant learning community, we encourage every pupil to work hard, aim high, support others, and have fun. Central to this ethos is our exceptional team of people who make up St John's staff, whose expertise, energy and commitment shape every aspect of school life. We invest, reward, support and develop our employees because attracting and retaining the very best people is key to our continued success.

"St John's is a fun, fast-paced place to work. It's full of energy and enthusiasm and no two days are ever the same!"

Our teaching staff are actively engaged in refining and innovating their teaching practices through regular CPD, peer observation and self-reflection. With small class sizes and outstanding support, our teachers set high standards that are reflected in excellent public examination results. We are firm believers that academic results are not the only measure of a successful education. Our holistic approach nurtures open-minded, thoughtful, confident and happy young people, ready to thrive in higher education and beyond.

"St John's is a workplace that values collaboration and creativity. It's a genuine caring community, and where everyone is working towards a common purpose."

Our support staff are equally vital to the success of the School. From estates and operations to catering, IT, finance, HR and pastoral care, they are highly skilled professionals whose expertise allows the School to function effectively across aspects of school life.

Employee benefits



Professional reward and development

We recognise the expertise of our staff and aim to create an inspiring environment in which you can work to your full potential and develop your career:

- A competitive remuneration package with additional allowances for extra responsibilities
- Pension - the School offers a defined pension contribution scheme with an employer contribution of 8%
- A comprehensive induction and CPD programme for all levels of staff
- Regular appraisals to reflect on professional practice and developmental opportunities
- Full commitment to the induction and training of ECTs, providing excellent support and ongoing training and support with teacher training for unqualified teachers
- A comprehensive INSET programme delivering high quality seminars, shared good practice, first aid training and insights from expert external speakers
- High quality IT facilities, hardware and software
- Well-resourced departments.

Rewards and perks

To make everyday life just that bit easier, we are continually developing the variety of rewards, discounts and perks that we offer our staff:

- A discount on school fees for staff children who satisfy the admissions criteria is available in the term following six months employment (proportionally reduced for part-time members of staff)
- A holiday buy-back scheme and sabbatical opportunity
- Cycle to Work Scheme
- Limited car parking available on-site
- Microsoft 365 for up to five personal devices
- Interest free school loan
- Access to discounts at popular retailers
- Discounts are also available at local businesses such as Nuffield Health in Leatherhead.

Health and wellbeing

Your health and wellbeing is important to us and we encourage our staff to make use of the services offered to help you live and work healthily and happily:

- Family friendly policies including flexible working, enhanced maternity and paternity pay
- We offer a Group Health Cash Plan
- A fun, free weekly bootcamp to get fit in an encouraging, motivating environment
- Use of the School's Sports Centre and outstanding sports facilities, including the swimming pool, at agreed times
- Free confidential advice line provided by DAS which provides advice and support on professional or personal matters
- During term time, our excellent catering provision offers meals and refreshments
- Free flu vaccinations
- Yearly eyesight tests
- Access to a range of wellbeing initiatives.

Community and environment

This is a stimulating, welcoming community where colleagues build supportive professional relationships and friendships:

- A supportive network of experienced Heads of Department, Senior House Staff and the Senior Management Team
- Highly skilled support and academic staff who, together, are integral to the successful running of the School
- As part of the staff community you can take part in enjoyable social events, sports activities and more...
- A beautiful environment which combines well-maintained historic buildings with state-of-the-art facilities
- Many parts of our beautiful and flexible school site are available to hire at a discounted rate for staff
- For eligible staff, accommodation within walking distance to St John's may be available.

The Role



The IT Department provides information and communications technology services to approximately 1200 users across teaching, learning and the wider operation of the School. Reporting to the Head of IT, the IT Operations Technician will provide responsive first and second-line support for hardware, software, accounts, networks, classroom technology and audio-visual systems. The postholder will combine excellent customer service with strong technical troubleshooting, maintain clear communication with users and take ownership of incidents through to resolution. The role also supports the School's managed device programme, cyber security and safeguarding controls, events, examinations, service improvement projects and wider technology change.

Accountability
Line Manager: Head of IT

Operational reporting: Senior IT Operations Engineer and IT Network Manager

Key responsibilities

Main Duties

- Provide high-quality first and second-line IT support to staff, pupils, governors and visitors, both remotely and in person.
- Log, prioritise, investigate and resolve incidents and service requests, maintaining regular communication with users and accurate records from initial report to closure.
- Diagnose and resolve faults affecting Windows and Apple devices, printers, telephones, classroom technology, audio-visual equipment and network connectivity.
- Create, amend and disable user accounts, permissions, groups and licences across Active Directory, Microsoft Entra ID, Microsoft 365 and other authorised school systems.
- Support joiner, mover and leaver processes, ensuring that devices and access are supplied, changed or removed promptly and securely.
- Enrol, configure, deploy, secure, update and retire devices through Microsoft Intune, Apple School Manager or other management platforms.
- Help deliver the School's 1:1 Managed Device Scheme, including provisioning, setup, support, repairs and replacement devices.
- Monitor and respond appropriately to endpoint, email, web-filtering and other security alerts, escalating suspected cyber security or data incidents without delay.
- Support the School's filtering and monitoring arrangements and report any safeguarding concern in accordance with school procedures.
- Assist with operating system, application and firmware patching, software deployment, vulnerability remediation and licence compliance.
- Carry out scheduled proactive checks of classrooms, meeting rooms, AV equipment, backups and key services, reporting recurring risks and failures.
- Prepare, test and support technology used for examinations, including approved access arrangements, in line with school and awarding-body requirements.
- Coordinate bookings and technical support for school events, including occasional planned evening or weekend attendance where agreed in advance.
- Represent IT at operational, administrative and calendar meetings when requested, recording and following up relevant actions.
- Maintain an accurate IT asset register and appropriate stock records, including allocations, warranties, repairs, software subscriptions and secure disposal.
- Liaise with suppliers and service providers, arrange warranty repairs and track third-party issues through to completion.
- Maintain technical procedures, configuration records, knowledge-base articles and clear user guidance.
- Provide practical guidance or short training sessions to help users work effectively and safely with school technology.
- Act as an escalation point for the IT Apprentice, sharing knowledge and providing day-to-day support.
- Provide cover and support to the Senior IT Operations Engineer as required and assist with backup checks, recovery testing and business continuity procedures.
- Support IT projects and change programmes, including testing, installation, documentation and handover of new hardware, software and services.
- Identify recurring issues and opportunities to improve reliability, user experience, security and service delivery.
- Comply with school policies and legal requirements relating to safeguarding, acceptable use, confidentiality, cyber security, data protection, health and safety, manual handling and change management.

NB This list is not exhaustive and this job description may be amended to meet the demands of the School or by request of the IT Network Manager.

The Candidate



Essential Knowledge and Experience

Applicants should demonstrate the following essential knowledge and experience:

- Demonstrable first and second-line support experience in a busy, customer-focused environment.
- Supporting Windows 11, Microsoft 365, Microsoft Teams, SharePoint and common desktop applications.
- Microsoft Active Directory, Microsoft Entra ID, user accounts, permissions, groups, authentication and multi-factor authentication.
- Microsoft Intune, device enrolment, configuration, compliance, application deployment and patching.
- Endpoint protection, phishing awareness, cyber security incident recognition and secure handling of personal and sensitive information.
- Core networking concepts, including TCP/IP, DNS, DHCP, Wi-Fi, IP addressing, subnets and VLANs.
- Hardware diagnostics, device deployment, printers, classroom technology and audio-visual support.
- Service desk systems, incident prioritisation, escalation, service targets and accurate technical documentation.
- Current good practice and statutory requirements relating to safeguarding, data protection, confidentiality, IT health and safety and manual handling.

Desirable Knowledge and Experience

- Previous experience in a school or education environment.
- Apple School Manager, macOS or iOS device support and mobile device management.
- Microsoft Defender, email security, web filtering and safeguarding-monitoring platforms.
- Windows Server, Hyper-V, storage, backup monitoring and disaster recovery principles.
- HPE or Extreme Networks switching and wireless technologies.
- Microsoft Teams Phone, managed print services and examination technology.
- Microsoft Power Automate or Power Apps.

Qualifications, Skills and Personal Attributes

- A relevant Level 3 IT qualification, apprenticeship or equivalent practical experience.
- GCSE English and Mathematics at grade 4/C or above, or equivalent.
- A professional, approachable and customer-focused manner, with the ability to explain technical issues clearly to non-technical users.
- Strong troubleshooting, analytical and organisational skills, with the ability to prioritise competing demands and take ownership of outcomes.
- Ability to remain calm under pressure and work effectively both independently and as part of a team.
- Clear written communication and the ability to produce accurate support notes, procedures and user guidance.
- Reliability, discretion, attention to detail and a proactive approach to identifying and preventing problems.
- Willingness to learn new technologies, adapt working practices and undertake relevant professional development.
- Commitment to safeguarding, equality, data protection, cyber security and professional conduct.
- Willingness to provide occasional planned support outside normal hours for events, maintenance or major changes, subject to the School's arrangements.

The Candidate



CONDITIONS OF SERVICE

Basic salary will be in Band 4 on the Support Staff Pay Scale, the prorated salary for 25 hours a week all year round will range from £21,784 to £23,760 depending upon experience and qualifications. Salaries are reviewed annually.

Hours of work will be 25 hours per week, Monday to Friday, all year round. Working either 9.00am – 2.30pm or 9.30am – 2.30pm (including a 30 minute unpaid lunch break, or a shorter day by 30 minutes if there is a preference to not take an unpaid break and this can be discussed at interview). The role may include occasional planned evening or weekend work to support events, maintenance or major changes. Any emergency out-of-hours contact or call-out arrangements will operate in accordance with the School's agreed procedures.

Holiday entitlement is 25 days including Bank Holidays and 3 days at Christmas when the School is closed.

Staff are permitted to use the facilities on site (such as the swimming pool, tennis courts and Library) at times which do not conflict with the School's requirements and within the school rules. Lunch is provided during term time.

The School is a non-smoking environment.

Child Protection







St John's School is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).

The post is exempt from the Rehabilitation of Offenders Act 1974 and the School is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children."

In addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at St John's. The post holder's responsibility will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School's Designated Safeguarding Lead .

Health & Safety at St John's School
Under the Health and Safety at Work etc. Act 1974 and associated legislation, colleagues at St John's are expected to be comply with H&S requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow St John's policies and procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

Data Protection at St John's School
The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School's Data Protection Policy and the Staff Privacy Notice which can be found on the website.

Staff Conduct
Colleagues at St John's are expected to adopt high standards of personal conduct in order to maintain the confidence and respect of all those with whom, and for whom, they work and must abide by the Staff Conduct Policy at all times.

The Selection Process







How to apply

Please complete an application form and equal opportunities monitoring form (available to download from www.stjohnsleatherhead.co.uk/about-us/careers-at-st-johns/current-vacancies/) and provide a letter supporting your application addressed to:
Karen Perkins, Deputy Head of People & Culture

Closing date: 9.00am, Friday 20 November 2026

Interviews will be held : Monday 23 and Tuesday 24 November 2026

We reserve the right to appoint at any time in the recruitment process and therefore invite interested candidates to apply as soon as possible..

St John's recognises the importance of attracting candidates from the widest possible sources in order to secure the range of skills and experience within our staff team.

Completed applications should be sent to St John's School via email to recruitment@stjohns.surrey.sch.uk or online via our website.

Further enquiries about this position or application process

Karen Perkins, Deputy Head of People & Culture
recruitment@stjohns.surrey.sch.uk

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