



CLAREMONT FAN COURT SCHOOL



JOB INFORMATION

IT TECHNICIAN

Closing date: Monday 21 July 2025



THE SCHOOL

Welcome to Claremont Fan Court School. We are a thriving, co-educational independent day school in Surrey for pupils aged 2½ to 18. Founded in 1922, we recently celebrated our 100th anniversary as an evolving, successful school.

We are proud of Claremont Fan Court School's strong reputation for being a compassionate, child centred, truly co-educational school of choice for families seeking an academically ambitious environment that educates the whole child.

Set in 100 acres of historic grounds, Claremont is known for focussing on the academic potential of our pupils, but not 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.

Where else, within a school bus ride from south west London, can children from 2 ½ to 18 balance forest schools with further maths, lacrosse with the pursuit of a medical career, learning history in a building that made history or playing rugby while designing for a fashion show.

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 Fan Court School. This peaceful and purposeful intent extends throughout every lesson and into the pastoral and co-curricular activities we offer.



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 Fan Court School. This peaceful and purposeful intent extends throughout every lesson and into the pastoral and co-curricular activities we offer.

Young people leave Claremont Fan Court School 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

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 IT Network Manager and will need to provide outstanding IT support across the School, such as resolving support requests on computer hardware, software and network systems.

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.

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 ICT provision and services to a next level where both the service and the 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.



KEY RESPONSIBILITIES

Main 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 calls from inception to conclusion
- Call management of own calls and cover if required for other calls
- Escalating appropriate calls 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 Senior IT Technician 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 Senior IT Technician as required
- Help deliver the School's 1:1 Managed Device Scheme, including the provisioning and setup of devices each summer
- Supporting the Senior IT Technician and IT 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

Person specification

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
- FS Switching
- 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



WORKING AT CLAREMONT

Claremont Fan Court School is set in a beautiful location and is a warm and welcoming community. Professional standards are high, and we encourage ongoing training and personal development.

The school is located just outside Esher in Surrey and is easily accessible from the A3, M3 and M25 with ample free staff parking. The nearest train station is Claygate which is a 25-minute walk, with local bus services also available.

Esher and its neighbouring towns offer easy access to both central London and the stunning Surrey countryside, offering a feeling of space whilst being only a stone's throw from London and all the facilities a capital city has to offer.

The local area has a mix of leisure activities available. Both the historic palace at Hampton Court and the beautiful gardens at RHS Wisley are nearby, as well as Sandown Racecourse. There are many arts venues (theatres, cinemas, live music) and sports clubs in the surrounding area and for cyclists there is access to some of the finest roads.

Benefits include group personal pension plan - the school makes a generous contribution with a 3% employee contribution 5 x salary life assurance, cycle to work scheme as well as complimentary lunches and refreshments during term time.

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:

Circa £35,000 depending on skills and experience



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.

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Interviews will be held soon after the closing date.



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www.claremontfancourt.co.uk | jobs@claremont.surrey.sch.uk
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