



CLAREMONT FAN COURT SCHOOL



JOB INFORMATION

IT NETWORK MANAGER

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

This role combines technical management of the schools IT systems and infrastructure with service management of the IT Support team. The IT Network Manager will take overall responsibility for the day-to-day operation of the IT support service, ensuring that appropriate service levels are maintained, systems are secure, always on and reliable. The IT Network Manager will be accountable for supporting the development and delivery of the school's IT strategy including both day-to-day support and development work.

This role is part of the IT management team and will work closely with the Head of IT Strategy, the IT Project and Change Manager and the Data & Business Systems Manager across both operations and strategic planning.

This role will report to the IT Project and Change Manager.

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.

A photograph of several students in a classroom, wearing school uniforms, sitting at desks and working on laptops. The focus is on a young woman in the foreground, who is looking at her laptop screen. Other students are visible in the background, also working on their devices.

KEY RESPONSIBILITIES

Network management

- Provide technical leadership across all aspects of IT systems and infrastructure. Work with the IT leadership team and external providers to ensure systems architecture and strategy are aligned to best practice, to sector guidelines, and support the School's digital aspirations
- Take overall responsibility for supporting, maintaining and managing a wide range of technical systems associated with devices and infrastructure
- Ensure that systems management adheres to recognised standards (eg ITIL) or best practice principles and processes and where appropriate develop and implement those processes
- Ensure that systems monitoring and reporting tools are in place and used to inform preventative maintenance, threat and risk management
- Responsible for supporting key projects and developments as a result of identified teaching and learning technology needs that are linked to the school's IT vision and strategy.
- Responsible for the process of analysing hardware and software resource requests to ensure that appropriate solutions are recommended.
- Accountable for IT operations and priorities

for the team, including change management, network operations and ongoing larger IT systems and infrastructure developments

Service management

- Overall responsibility for the helpdesk and ensuring that all requests for IT support are actioned in accordance with helpdesk procedures, SLAs and priorities
- Accountability and responsibility for delivering day-to-day IT support to all users and addressing any ongoing or recurring issues impacting the service
- Establish and maintain a culture of efficient and helpful support reflecting the values and ethos of the school
- Maintain relationships with and manage third party support organisations to ensure that incidents and problems are resolved to our standards regardless of the eventual solution provider
- Take a data driven approach to the management of incidents and problems, using help desk tools to identify recurrent problems, to support root cause analysis and to drive month on month service improvement.
- Provide timely and accurate reporting of service



levels and adherence to KPI targets – reviewing and modifying measures to support continual improvement

- Responsibility for developing, embedding and managing methods of working practices including proactive IT support to end users to ensure that a high quality, professional IT service is provided to the whole school community
- Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment
- Responsibility for equipment logistics, including the maintenance and management of an up-to-date asset register enabling tracking of assets, management of loan stock, liaison with third parties for repairs and parts

duties as reasonably required in order to meet the needs of the School or department

Line management

- Responsibility for the management of staff within the IT support team, providing leadership on the standards, culture and behaviour we expect
- Developing the team and individuals, identifying areas for coaching, training and supporting career development

These responsibilities are not exhaustive, and the post holder may be required to carry out other



THE PERSON

Person specification

The successful candidate is likely to meet the following criteria:

Previous experience

- At least 3 years' experience of managing a busy IT helpdesk, with a high quality and customer focused IT Support service, ideally in an educational setting.
- Experience in maintaining and supporting varied systems and services in a technical capacity
- Experience reporting into senior leaders and working with curriculum teams to deliver change and enhance educational outcomes through use of technology

Knowledge and experience

- Experience in managing, maintaining, and developing IT services and staff using relevant IT service management methodology such as ITIL
- Commitment to outstanding service delivery and continuous staff improvement
- Knowledge and experience of data driven approach to continuous service improvement
- Experience in supporting, developing and maintaining IT systems and infrastructure

- Knowledge of current best practice, products and statutory requirements, including IT health and safety
- Experience of development and implementation of processes and procedures for IT management
- Experience of IT in education and an interest in the role of digital technologies in learning
- Experience and knowledge of the cyber-security landscape and threats and of the tools and practices available to minimise risks

Skills and aptitudes

- Excellent communications skills, both written and verbal, with different audiences including pupils of all ages through to senior leaders and parents
- Ability to provide technical support, whilst maintaining the ability to manage IT support services
- Ability to discuss and explain technical issues to non-technical key stakeholders
- Ability to adjust and adapt working practices to accommodate requirement changes
- Ability to learn new technologies outside of traditional practice based on the strategic requirements
- Ability to remain calm under pressure



- Ability to problem solve, analyse issues, make informed judgments, take appropriate action and accept responsibility for results
- Ability to assign work to others, whilst supporting and empowering them to undertake tasks whilst maintaining accountability
- Ability to provide direction and coaching to others to enable achievement of objectives
- 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)
- Ability to line manage and support a team of skilled IT technicians
- 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

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



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 £50,000 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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