

SEVENOAKS SCHOOL

JOB DESCRIPTION



IT Support Analyst (Full time, all year round)





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 provides a wide range of data and technology services to academic and support staff, as well as students. The team implements and supports teaching and business applications, along with the infrastructure needed to keep them running reliably and safely. This includes a wide range of applications, as well as around 1,500 PCs, tablets and laptops, as well as our campus wide network.



We have delivered a significant amount of technology change to the school in the last two years, with a number of exciting projects in prospect.

The Role

The main purpose of this role is to provide support for the school's IT users and help manage the school's technology platforms.

Reporting to

The role sits in the school's IT Team and reports to the Lead: Infrastructure.

Main Duties and Responsibilities

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.

Operations and Service Delivery

- Resolve general IT Service Desk support calls from staff and students. This includes managing allocated calls to resolution.
- Provide support for servers, backups, Active Directory and Microsoft 365 and other hosted and cloud-based services and applications.
- Assist the Lead: Infrastructure to maintain and support our server infrastructure. (Training will be given in this, where needed)

- Assist the Lead: Infrastructure to design, implement and test business continuity arrangements.
- Provide subject matter expertise and guidance for projects and applications.
- Ensure all relevant services are upgraded and regularly patched.
- Create and update documentation such as operational processes, schematics, and technical guidelines.
- Contribute to process optimisation and efficiency.
- Carry out regular monitoring tasks.
- Support the selection and deployment of applications, including cloud based approaches.
- Work 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.
- Help to co-ordinate our response to information security threats, vulnerabilities, attacks and requests.

Technology Types

- The Support Analyst will work on a variety of technologies. While products and versions change over time, the role holder will work with:
 - Windows based devices
 - Microsoft 365 administration (Azure, Exchange, Teams, SharePoint)
 - Active Directory, DHCP, DNS, Radius & Group Policies
 - Window Server, SQL server and VMWare



- Backup technologies

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

Person specification

Essential

- Able to provide high quality customer service, as part of a support team.
- Enjoys helping people, problem solving and working as part of a team.
- Takes a logical, consistent approach to solving problems, including diagnosis and testing.
- Communicates appropriately with technical and non-technical colleagues. This includes demonstrating the ability to explain technical matters to non-technologists, at all levels.
- Focuses on providing excellent customer service, at all times.
- Takes responsibility for service desk calls, owning them to the point of resolution.
- Picks-up new ideas and technologies quickly and with a minimum of supervision.
- Demonstrates good organisational skills.
- Interested in IT and technology in general.
- Thinks and acts calmly under pressure, for example with technical issues or cybersecurity challenges.

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.

Hours

From Monday to Friday, this role works a shift pattern, along with the other main user service roles. At present, this is either 8am – 4pm, 8.30am – 4.30pm, 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.

The role holder will also work occasional Saturday mornings during term time, on rotation with other team members, to cover Saturday morning school.

Salary and Benefits

Salary

A salary of £37,000-£43,000 per year is available for this post, depending on the qualifications, skills and experience of the successful candidate.

Benefits

- 25 days per annum excluding bank holidays.
- School lunch.
- Free parking.
- 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).

Note

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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, as well as an online check. 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 complete the online support staff application form at <https://www.sevenoaksschool.org/about-us/work-at-sevenoaks/>.

The closing date for applications is 26/11/2024 at 23:59.

The school reserves the right to appoint at any stage of the recruitment process. Applications may be reviewed on a daily basis and interviews may occur at any stage. We therefore invite interested candidates to apply as soon as possible.

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 or by telephone on 01732 467740 if you have any questions about a completed application.