



Candidate Information
IT Support Technician

May 2025

The Post

We are looking for an IT Support Technician to join a small, well-established, enthusiastic and approachable team providing technical support across our schools. You will support the Network Manager in running the IT infrastructure and systems across the Schools' two sites. Reporting directly to them, you will be responsible for supporting a wide range of hardware and software solutions in the teaching, learning and business environments.

Prior experience in an IT support environment would be advantageous although a passion for technology is what is key. You may be a school leaver or looking to change career. There are excellent opportunities for continued professional development with opportunities to gain industry recognised qualifications such as Microsoft Certifications.

A salary of circa £27,727 depending on experience per annum will be offered. The hours of work are primarily 8am to 5pm Monday to Friday. There may be the occasional need for work on a Saturday morning, but time off in lieu would be given during the week where this occurs. The annual holiday entitlement is five weeks plus public holidays, to be primarily taken outside of term time.

You will ideally have some knowledge of Windows operating systems, primarily Windows 11, and Microsoft Office applications. You will be an enthusiastic individual with a keen interest and passion for IT. You are dependable, highly motivated, and possess a superb customer service attitude. The successful candidate will be good at thinking quickly, problem solving and have the ability to stay calm in a crisis, able to use their own initiative, prioritise tasks and work without direct supervision. Having excellent interpersonal skills and the ability to work as part of a team is important. The ability to comfortably communicate with both technical and non-technical people is key, as is good numeracy and literacy skills. There is a requirement to be able to lift and carry equipment. Every member of the Support Staff has their own area of responsibility, but is expected that everyone has a flexible attitude and able to assist in other areas, if and when required.

The School has a digital strategy which involves students using digital exercise books through Microsoft OneNote and educational learning through tools such as Microsoft Teams. Experience with these software products would be desirable, although not essential. Experience of or an interest in MacOS, iOS and Microsoft 365 technologies, servers or networking would also be an advantage.

You will need your own transport, as the Senior School and Preparatory School are on two sites about a mile apart.

Main Duties Include

- Provide an on-demand helpdesk service giving support to all users of the School network across both sites by logging support requests, attending to issues and resolving as many queries as possible with first contact and escalating requests where appropriate;
- Setup, install and maintain hardware items across the School, including PCs, laptops, tablets, Digital Signage and AV/interactive projector solutions;
- Assist with installing, deploying and maintaining software across the network as appropriate;
- Add, amend or delete user accounts on the network, ensuring appropriate permissions are granted or removed as necessary;
- Maintain the School's web filtering system, querying reports as necessary;
- Assist with management of printing and multi-functional devices around the School, including replenishing of supplies;
- Assist with troubleshooting network or server faults or issues, maintaining backup systems and reviewing alerts from network monitoring software and reporting as necessary;
- Assist with the operation of the School's access control and IP CCTV systems, including scheduling of access permissions for events, liaising with external contractors as necessary for repair or maintenance;
- Prepare, organise and maintain help booklets, guides, knowledge base items to assist the members of the School community to 'self-serve' their support requests;
- Updating and maintaining the asset register of School-owned devices;
- Undertake tasks to assist other team members, including activities on the School's MIS as requested;
- Provide training to staff as needed to assist them in using the IT systems effectively;
- Undertake implementation of specific projects as discussed and agreed with the Network Manager.

Application Process

Applications will only be accepted from candidates completing the application form in full. CVs will not be accepted in substitution for completed application forms.

Covering letters of application should state particular skills and attributes you can bring to Sutton Valence School and a brief details of how you fit the position, including specific details of skills, experience and achievements.

Do not meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At SVS we are dedicated to building a diverse and inclusive workplace, so if you're excited about this role but your past experience does not align perfectly with every qualification or experience in the information provided, we encourage you to apply anyway. You may be just the right candidate for this or other roles.

Further information about Sutton Valence School can be found on our [website](#). To apply please complete the [application and monitoring form](#) and email it with a covering letter to hradmin@svs.org.uk or post it for the attention of the Assistant Bursar, Sutton Valence School, North Street, Sutton Valence, Kent ME17 3HL.

Closing date: Friday 25th April 2025

Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS), and a declaration of medical fitness. It is an offence to apply for this role if the applicant is barred from engaging in regulated activity relevant to children.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. A copy of the School's Child Protection policy may be found on the School's website, which all applicants are expected to read prior to interview.

Sutton Valence School is an equal opportunities employer.

Please note: we reserve the right to appoint prior to the closing date.



The School

Sutton Valence School consists of Sutton Valence School (SVS) and Sutton Valence Preparatory School (SVPS).

Whilst not fiercely selective on entry, its value added statistics are impressive. For those subjects Sutton Valence offers at A Level, the School aims to be in the top 10% nationally for adding value, managing to bring out the academic potential in every pupil. Equally impressive is the breadth of education on offer, which at GCSE is tailored to each pupil's strengths, recognising that academic achievement is only one measure of success.

The Senior School's roll is currently 560 of which 113 are boarders. Class sizes are small and the overall pupil-staff ratio of 9:1 enables Sutton Valence pupils to benefit from the close guidance and individual attention of teachers. The academic staff are all highly-qualified subject specialists.

Contained within the 100 acre site, there are dedicated games pitches, an all-weather playing surface, a sports centre, which contains a fitness suite, an all-weather athletics track and field sports arena and an indoor six-lane swimming pool. Sutton Valence Preparatory School occupies its own site in the neighbouring village of Chart Sutton and currently has 285 pupils between the ages of 2 and 11.



Vision, Mission and Ethos

Vision

Through our community values, broad curriculum, and extensive enrichment opportunities, we believe that all young people at Sutton Valence School will be inspired and supported to fulfil and exceed their potential. We want our students to be open-minded individuals who possess a love of learning, are confident not arrogant, and have a strong set of values reflecting our principles as a Christian Foundation.

Our Mission is to have a School where one will find:

- **Care**

A caring, safe, supportive and kind community for the education of children aged 2 to 18, in a day and boarding environment

- **Challenge**

A challenging, relevant and broad curriculum encouraging curiosity, delivered in ways that allow all to achieve

- **Choice**

An outstanding range of creative, cultural, social and physical activities so that all can develop skills such as self-discipline, commitment, leadership and teamwork

- **Culture**

A culture of curiosity and celebration of diversity which promotes excellence, independence and high standards, whilst providing support to all who need it

- **Community**

A grounding in moral and spiritual understanding which promotes respect for others, along with self-respect, enabling all to contribute positively to their School community and the world beyond it

Ethos

A community where each cares for all and individuality is cherished.

Benefits to Working at SVS

Community and Environment

We are very proud of the positive and supportive community we have and staff often comment on this being one of the best aspects of working at SVS. This, coupled with a beautiful physical environment both at School and in the immediate vicinity, make it a highly desirable place to work. Classrooms are well resourced. All teaching staff have their own devices, and our ICT facilities are regularly upgraded to support the latest teaching initiatives. Excellent discipline, support and pastoral systems help ensure successful teaching and learning.

Fee Remission

All staff with a contract for at least one full term and have children who attend either the Senior or Preparatory School will be eligible to receive a discount in respect of School fees (excluding the Nursery). The current rate of discount is 50% for full-time staff, and for part-time staff the relevant percentage will be calculated on a pro rata basis. Support Staff working less than 52 weeks deemed part time.

Staff Development

The School has a strong commitment to professional development with a substantial budget for whole School training and individual courses, support towards degrees, teaching qualifications and apprenticeships.

Staff Social Events

The School holds social events such as an end of year BBQ, staff drinks and canapes with the Headmaster at the start of the year, regular staff drinks at SVPS and the Support Staff Christmas Lunch.

School Meals

Lunches during term time are provided at no cost by our excellent caterers. Complimentary tea, coffee and other refreshments are available throughout the day.

Benenden Healthcare Membership

All staff are welcome to join the [Benenden Healthcare Scheme](#). The cost of joining Benenden is currently £11.90 per month; the School pays up to 80% of contributions, based upon length of service. Further information is available from the Bursary.

Pension

Academic staff are offered membership to the TPS or to the [APTIS DC Scheme](#). The teacher's gross salary will be dependent on the pension scheme and contribution level chosen.

Support Staff are offered the opportunity to join a [defined contribution \(DC\) scheme TPT](#), and currently offer two levels of contribution. With Option One, the employee contributes 5% of their salary, and the School contributes 3%. With Option Two, the employee contributes 7% and the School contributes 14%.

Fitness Facilities

All staff may use the Senior School's fitness facilities at designated times. These facilities include an indoor, heated, six-lane swimming pool, a fully equipped air-conditioned Strength and Conditioning Suite, and a Cardiovascular Suite, as well as a large sports hall available for a multitude of sports. The Prep School has both an outdoor swimming pool and play equipment available for staff to use.

Free Parking

Both the Senior and Preparatory School sites have free, ample parking available for staff. The Senior site has five EV charging points, and both sites have allocated accessible bays.

Electric Vehicle Scheme

All staff are offered the opportunity to purchase an Electric Vehicle (EV) as part of an HMRC approved Salary Sacrifice scheme; [Octopus Electric Vehicle](#). Basically, this is much like a cycle-to-work, but for electric vehicles. You give up some of your gross monthly pay for a new EV, and can save up to 40% on the monthly cost thanks to saving on National Insurance and Income Tax.

Press Reader

The School has a subscription to Press Reader which allows anyone on the SVS networks access to over 7,000 news publications from across the world in different languages.

Eye Tests

If you need to use a computer for a significant amount of time a day for your job, you may be eligible for a free eye test.



Sutton Valence School

North Street

Sutton Valence

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www.svs.org.uk

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