IT SUPPORT TECHNICIAN

TONBRIDGE
SCHOOL

THE DEPARTMENT AND POST

Technology plays a vital role in supporting both Tonbridge School and The New Beacon's commitment to delivering an outstanding educational experience. The IT infrastructure and services must provide a seamless and efficient digital environment for students and staff, enabling effective teaching, learning, and administration.

The Schools' IT facilities span a complex and evolving digital landscape, covering academic buildings, boarding and day houses, co-curricular facilities, and support services. Both Schools operate a robust and secure network across a large multi-site campus, integrating enterprise-level IT systems, classroom technologies, online learning platforms, and digital communication tools.

The core work of the IT Support Team includes maintaining and improving IT services, ensuring system reliability and security, providing technical support to students and staff, and managing devices, software, and network infrastructure. The team plays a crucial role in ensuring that IT resources are accessible, functional, and aligned with the Schools' broader digital strategy. Additionally, the IT Support Team supports key technology initiatives, assists in the deployment of new systems, and contributes to projects that enhance the Schools' digital capabilities.

As an IT Support Technician, you will provide technical support to students and staff at Tonbridge School and The New Beacon. You should be technically knowledgeable with a strong customer focus. In addition, you will ensure that excellent IT support is provided and exceptional customer service is maintained at all times.

JOB DESCRIPTION

Job Title   IT Support Technician

Reporting to   IT Support Manager (IT & Digital)

Main Purpose   As a member of the IT Support Team, this role works alongside others in providing IT support to the School community, including assisting students with their own devices. As one of the initial points of contact for IT helpdesk requests, the IT Support Team provides first and second-line support, ensuring that requests are responded to promptly and issues are resolved or escalated within the appropriate SLAs.

MAIN DUTIES

IT Support & Troubleshooting
- Provide first and second-line support for staff and students via the IT & Digital Helpdesk.
- Diagnose and resolve technical issues on Windows and Apple devices.
- Document best practices, troubleshooting steps, and IT policies.
- Support school printers, telephones, and network equipment.
- Assist users with software packages, including Microsoft 365, Adobe Creative Cloud, and school-specific systems.
- Manage IT Helpdesk requests from start to resolution, escalating when necessary.

Device & System Maintenance
- Install, configure, and maintain School-owned and student devices.
- Handle repairs and troubleshooting for laptops, tablets, and mobile phones.
- Some lifting and moving of IT equipment may be required. Reasonable adjustments can be made where needed.

AV & Event Support
- Support audio-visual and video conferencing systems.
- Assist with School events requiring IT or AV support, working closely with the AV Technician.

Cyber Security & Data Protection
- Follow best practices in cyber security and data privacy.
- Identify potential data breaches and follow the School's procedures.

- To undertake any other duties as may be reasonably required by your line manager.

CONFIDENTIALITY

The successful candidate must maintain the confidentiality of information regarding Tonbridge School and The New Beacon, its staff and its business. Information must not be communicated to other persons in or outside our Schools except in the recognised course of their duties.

CHILD PROTECTION

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he or she is responsible, or with whom he or she comes into contact will be to adhere to and always ensure compliance with the School's Safeguarding and Child Protections Policy. 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 our Schools he or she must report their concerns to the Designated Safeguarding Lead or to the Headmaster.

PERSON SPECIFICATION

Essential Skills
- Previous experience in first/second-line IT support.
- Strong problem-solving and troubleshooting abilities.
- Knowledge of Windows 10/11 and Apple OS.
- Proficiency with Microsoft 365, Active Directory, and Adobe Creative Cloud.
- Understanding of basic networking principles and Microsoft Server environments.
- Ability to support and install audio-visual and video conferencing systems.

Desirable Skills
- Previous experience supporting educational or corporate IT environments.
- Experience with helpdesk ticketing systems.
- Awareness of cybersecurity principles and data protection laws.
- Expertise in Microsoft Intune for device provisioning, app deployment/endpoint management.

Personal Attributes
- Excellent interpersonal skills with the ability to collaborate and communicate with colleagues at all levels, including the ability to explain technical concepts to non-technical users.
- A customer-focused approach, with patience and problem-solving skills.
- Able to work in a fast-paced environment, with the resilience and agility to prioritise competing demands.
- High level of personal drive, self-motivated and a proactive and 'can-do' attitude with a positive
- outlook.
- Team player with a willingness to support others in their roles.
- Strong attention to detail and an enthusiasm for learning.

HOURS OF WORK

This is a full time, all-year-round post of 37.5 hours per week, nominally Monday to Friday from 8/8.30am to 4.30/5pm, with a 1-hour unpaid lunch break.

This role forms part of a rota covering IT support on Saturdays in term time at Tonbridge School, between 8:30 am and 12:30 pm, with Time Off In Lieu for hours worked (approximately one Saturday in five).

The primary location for this role is Tonbridge School; however, the postholder will participate in rotation to provide cover and support during term time at The New Beacon School, Sevenoaks (two weeks in six).

Due to the nature of the role, there may be occasions requiring involvement in issue resolution outside core hours. Flexibility will be required to support the full operation and demands of the School if such issues arise.

REMUNERATION AND BENEFITS

Competitive annual salary of up to £31,000, dependent on qualifications, skills and experience.

- Pension scheme
- Generous annual leave plus statutory bank holidays
- CPD opportunities for development and progression
- Lunch provided free of cost during term time
- Cycle to work scheme
- Staff fee remission
- Staff car parking
- Subsidised Sports Centre membership (staff rates)
- Membership of the School Library
- Subsidised EMF Theatre tickets (selected performances)

PROFESSIONAL DEVELOPMENT

- We are committed to fostering an inclusive and diverse IT & Digital team, supporting professional development and growth for all employees.
- We provide ongoing training and mentorship, with opportunities to grow your technical and professional skills, including in IT support, networking, and cyber security.

Tonbridge School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to any post, including checks with past employers and the Disclosure and Barring Service

APPLICATION PROCESS

SUBMITTING AN APPLICATION

Full details and an application pack may be found at https://www.tonbridge-school.co.uk/careers/

Apply via our online application form or send your completed application form to:

hrdept@tonbridge-school.org   01732 365555

Closing Date: Sunday 23 November 2025 at 12 noon

The selection process will typically involve:

- An online interview
- Second interviews are conducted in-person, including a practical test and a brief tour of the School.
- Interviews with the IT Support Manager and Director of IT & Digital.

We reserve the right to interview and appoint prior to the closing date for applications, so early applications are encouraged.

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