



Candidate Information

Senior IT Support Technician

March 2026

SUTTON VALENCE SCHOOL



Broadening Horizons.
Since 1576.



A Warm Welcome

Sutton Valence School (SVS) has been inspiring pupils since 1576. Our greatest strength is our community. Staff, pupils and parents enjoy mutual respect and kinship that allows each individual to embark on a unique educational journey; a journey fuelled by self-confidence, hard work and high academic standards. It is a Co-Educational Day and Boarding School for ages two to 18 and a member of various organisations such as HMC, BSA, IAPS and ISBA. It is a School with a great heart that values individuality and ensures that every pupil enjoys their own, unique journey through formative years of their education.

The **Senior School** is located in the beautiful traditional village of Sutton Valence in Kent. It currently has 560 pupils (11-18), with around 20% boarding either part or full time.

The **Prep School** - just a few minutes' drive or a short walk down a lovely track – has around 260 students aged 2-11 between its three phases – Nursery, Pre-Prep and Prep.

The School is part of the **United Westminster and Grey Coat Foundation**. This enables the School to work collaboratively with other member schools of the Foundation and also provides invaluable professional support, guidance and development. More information about the Foundation can be found [here](#).

The **HIKSVS International School in Tianjin, China**, is the most recent addition to the Sutton Valence School family having opened in August 2017, offering a British style education in a very different cultural setting. The School has been very successful since its opening and it works closely with the Governors and Leadership of Sutton Valence School. More information about HIKSVS can be found [here](#).

The School has excellent facilities both indoors and outdoors; a full-size AstroTurf, tennis and netball courts, extensive sports fields, a superb indoor swimming pool, a sports hall, permanent cricket nets and an athletics track.



SUTTON VALENCE
SCHOOL

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.

Mission

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.



The Post

We are seeking an experienced Senior IT Technician to join a small, well-established, enthusiastic, and approachable IT team supporting an all-through school across two sites. This is a hands-on technical role reporting to the Network Manager, with responsibility for delivering high-quality first and second line support while taking a lead on some systems, infrastructure components, and projects. The Senior ICT Technician will assist the Network Manager in the day-to-day operation of IT services and provide cover during periods of absence. The role combines strong customer service with technical depth and offers opportunities for continued professional development.

A salary of circa £29,300 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, and one week is to be taken at Christmas.

The successful candidate will play a vital role in ensuring the reliability, security, and effective use of IT systems that support teaching, learning, and the wider business of the School. The Senior ICT Technician will work across both on-premise and cloud environments, supporting the School's digital strategy and ensuring that safeguarding and security standards are consistently applied to protect pupils, staff, and school data.

The ideal candidate will have proven experience in an ICT support or technician role, delivering both first and second line support. They will possess strong technical knowledge of Windows operating systems (Windows 11), Microsoft Office, and Microsoft 365, including Intune, device management, and security features. Experience with servers (Windows Server 2019/2022), virtualisation (Hyper-V), networking (HPE/Aruba AOS-CX / HP ProCurve), wireless networking (Cisco Meraki) and hybrid cloud environments is key, whilst recognising these elements would not necessarily be daily tasks. Knowledge of macOS, iOS, mobile device management, AV systems, interactive displays, access control, and IP CCTV systems would also be advantageous.

The Senior ICT Technician must be a highly motivated individual with excellent problem-solving skills and the ability to remain calm in a busy environment. Strong interpersonal and communication skills are essential, along with the ability to work independently, prioritise tasks, and use initiative. A flexible, team-focused approach and a willingness to lift and carry IT equipment are also required. Good numeracy and literacy skills, combined with a commitment to safeguarding, are essential.

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 a responsive on-demand helpdesk service, delivering first and second line support to staff and pupils across both sites, escalating complex issues where appropriate;
- Act as an escalation point for technical issues and support the smooth day-to-day operation of IT services;
- Work closely with the Network Manager and provide operational cover in their absence;
- Support the Network Manager in the operation and development of the School's hybrid IT infrastructure, including on-premise servers, networking, and cloud-based services;
- Assist with the management and monitoring of server and network systems, reviewing alerts and troubleshooting faults as required, across both on-premise and cloud environments;
- Assist with the maintenance and testing of backup and recovery systems;
- Take day-to-day operational responsibility for access control and IP CCTV systems, including managing permissions for events and liaising with external contractors;
- Maintain and administer user accounts, permissions, and group policies in line with safeguarding and security requirements;
- Support and enforce IT security policies, ensuring compliance with safeguarding protocols and protecting pupils, staff, and school data;
- Support the School's web filtering and monitoring systems to maintain a safe digital environment for students;
- Install, deploy, and maintain hardware across the School, including PCs, laptops, tablets, AV equipment, digital signage, and interactive display solutions;
- Assist with the deployment and maintenance of software applications and updates across the network;
- Support the School's digital strategy, including the effective use and administration of Microsoft 365, Teams, and OneNote within teaching and learning;
- Support a mixed device environment, including Windows, macOS, and iOS devices;
- Lead or co-lead agreed IT projects and development work in collaboration with the Network Manager;
- Create and maintain clear user documentation, guides, and knowledge-base resources to support self-service where appropriate;
- Maintain accurate asset registers for all School-owned IT equipment;
- Provide training and guidance to staff to help them make effective use of IT systems;
- Work alongside and provide day-to-day guidance and informal mentoring to any junior technicians where applicable, while line management responsibility remains with the Network Manager.

Join Our Team at Sutton Valence School

How to Apply

To be considered, applicants must complete the official application form in full. Please note that CVs will not be accepted as a substitute.

Your covering letter should highlight:

- The skills and attributes you would bring to Sutton Valence School;
- How your experience aligns with the role;
- Specific details of experience and achievements.

Submit your completed [application and monitoring form](#), along with your covering letter, to hradmin@svs.org.uk.

Alternatively, post your application to:
Assistant Bursar
Sutton Valence School
North Street
Sutton Valence
Kent ME17 3HL

Application deadline: Friday 30th January 2026

Please note: We reserve the right to appoint before the closing date.

Not sure if you meet every requirement? Research shows that women and people of colour often hesitate to apply unless they meet every single qualification. At SVS, we are devoted to fostering a diverse and inclusive workplace. If you're excited about this role but your experience doesn't align perfectly with every detail, we still encourage you to apply — you might be exactly who we're looking for.

Sutton Valence School is committed to safeguarding and promoting the welfare of children and young people. All applicants must be willing to undergo appropriate child protection screening, including:

- Checks with past employers;
- Enhanced Disclosure and Barring Service (DBS) check;
- Declaration of medical fitness.

It is a criminal offence to apply for this role if you are barred from engaging in regulated activity with children.

All applicants are expected to read the School's [Child Protection Policy](#) prior to interview.

Sutton Valence School is an equal opportunities employer.



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 are 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.



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SCHOOL

Sutton Valence School

North Street

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SVS.ORG.UK

A member of The United Westminster and Grey Coat Foundation

Registered Charity No. 1181012

Founded in 1576 by William Lambe