Information for Candidates

ELTHAM COLLEGE

Group IT Support Technician



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A reputation to rival any of its competitors

Good Schools Guide



Introduction

Eltham College

The Eltham College family of Schools comprises Eltham College Senior School, Eltham College Junior School and, since September 2023, Blackheath Prep School.

Founded in 1842, Eltham College is a thriving, co-educational day school located in south-east London. Originally a boys' school that first accepted girls into its Sixth Form in the late 1970s, Eltham College is now fully co-educational and has nearly 1,100 students in total, including 240 pupils in the on-site Junior School. Eltham College occupies a green 70-acre site in the London Borough of Bromley and was named London Independent School of the Year 2024 by The Sunday Times.

Whilst holding strongly to its ethos of providing a balanced education for its students, the School places a deliberate emphasis on academic success and the School is now regularly found amongst the leading academic schools in the country in terms of results and value added, matching the performance of its main competitors such as Dulwich College, Alleyn's, Trinity School and Sevenoaks School. It also boasts many county and national players in a range of sports, as well as exceptionally talented musicians, actors, authors, scientists, economists, and artists.

Eltham College has a distinctive character, born out of its Christian heritage. It upholds its founding Christian principles, whilst welcoming students of all faiths and none. The School has its own chapel and all students and staff from Year 6 upwards are expected to attend a weekly service led by the Chaplain, a member of the senior staff, or by students. Alongside its emphasis on academic achievement, the School continues to focus on care for each and every pupil. Strong pastoral care, an energetic House system that promotes collegiality, and a relaxed and unpretentious atmosphere make Eltham College a happy and vibrant place for students and staff alike. Students also benefit from an impressively wide range of opportunities outside the classroom through an ambitious co-curricular programme across sport, music, drama and art, and community outreach and enrichment.

Eltham College enjoys superb facilities. In 2019, the Turberville Centre for Mathematics, Languages and Music departments was opened, along with a new Sixth Form Centre and a dedicated medical and wellbeing facility. Extensive and well-maintained sports facilities extend across the 70-acre site, including Astro and hard-court venues, and a large indoor sports centre and swimming pool. There is a drama theatre and a modern art gallery. The Science and Technology Centre has recently been extended, adding four new state-of-the-art laboratories and a science prep room.

The 2022 ISI Regulatory Compliance & Educational Quality Inspection rated Eltham as 'Excellent' in all areas and the full Report can be read here.



















Eltham College Junior School

Eltham College Junior School shares the Senior School's 70-acre site, with an entrance just three minutes' walk along the path from the College itself. It has a second entrance from Mottingham Lane. Fully co-educational, the Junior School is home currently to some 240 girls and boys from Year 3 to Year 6. Whilst very much part of the Eltham College community, the school has its own Head and its own identity.

Eltham College is an all-through school and Junior School students are not required to sit a separate entrance exam for the Senior School. Academic standards and co-curricular provision are exceptional, and great emphasis is placed on pastoral care. Students at the Junior School benefit from use of many Senior School facilities, including the dining hall and the extensive indoor and outdoor sports facilities.

'Tip top facilities, positive relationships, inspiring teachers and exciting extracurricular opportunities. The easy transfer to the college is surely the icing on the cake.' **Good Schools Guide 2024**









Blackheath Prep

In April 2023, Eltham College was delighted to announce a merger with Blackheath Prep to form a family of schools. Blackheath Prep is an independent prep school for just over 370 boys and girls aged 3 to 11. Founded in 1996, it occupies a beautiful five-acre site close to Blackheath village. Its original Georgian and Victorian buildings have been extended and adapted to include large playgrounds and extensive playing fields, tennis courts, cricket nets and a Forest School area.

With outstanding facilities, a formidable track record in academic success and impressive achievements in Music, Sport, Drama and Art, Blackheath Prep's vision is to offer an education without boundaries: to give every child the freedom to shine and achieve their full potential, to uphold academic excellence, sparking curiosity and a joyful love of learning, and to nurture kindness and wellbeing, creating a strong sense of community. Children go on to a range of independent and maintained secondary schools and, as part of the Eltham College family, benefit from a priority application process to Eltham College Senior School. A large proportion (at least 50% of the cohort over the last five years) are awarded academic scholarships at prestigious local independent schools or places at top grammar schools. A large number are also awarded scholarships in Art, Drama, Music and Sport.




DIGESTIVE


ELTHAM COLLEGE
JUNIOR SCHOOL









Our Mission and Values

Eltham College's mission is to provide an outstanding and well-rounded education for girls and boys, built on Christian principles, as a thriving and leading institution among London day schools. This mission is supported by seven interdependent aims which shape the overall culture and direction of the school:



Working for Eltham College

The Senior Team

The Family of Schools is led by Guy Sanderson, CEO of the Eltham College Family of Schools and Headmaster of Eltham College Senior School.

The senior Executive team is chaired by Guy Sanderson and also includes the following members: James Martin (Senior Deputy Head, Eltham College Senior School), Vikki Lloyd (Head, Blackheath Prep), the Head, Eltham College Junior School (Rachel Thompson), Robin Wilkinson (Bursar) and Caroline Ward Vine (Director of Marketing and Communications).

Staff and Professional Development

The three schools employ around 240 members of teaching staff (including teaching support roles) and approximately 110 support staff. All are highly committed to helping students achieve their full potential and form a lively Common Room with a good balance of age and experience.

Professional Development

There is a strong professional development programme which is encouraged and generously financed for teaching and non-teaching staff. This includes external courses, an internal CPD programme of lunchtime and twilight sessions, speakers being brought in to deliver in-school sessions and learning from peers and colleagues. The Headmaster is personally committed to staff development and spearheads the Devolved Leadership Programme, which is open to all academic and support staff. This enables ambitious and talented staff who are seeking either senior leadership experience or career development to undertake a whole-school project, with mentoring from a current senior leader.

Pay and Benefits

Eltham College offers very competitive salaries and a good range of non-pay benefits.

All staff are automatically enrolled in a defined-contribution pension scheme (subject to the terms of the scheme). All staff under the age of 70 are entitled to death in service benefit at three times their annual salary.

Lunch is provided free of charge during term time for all staff, in addition to free refreshments available in the Common Room.

All staff also have free membership of the Eric Liddell Sports Centre, giving family access to the swimming pool, fitness room and other facilities at designated times.

There are also electric vehicle and cycle to work schemes, interest free season ticket loans, free eye tests and flu vaccinations. An Employee Assistance Programme is also available for all staff, offering free, confidential, support on a range matters such as financial and legal support and counselling for home-life issues.

Children of staff can be educated at the School if they meet the entrance standards and, at the discretion of the Headmaster, may receive a tuition fee reduction for both Junior and Senior Schools.

Our Benefits



Competitive Salary



Eyecare Vouchers



Interest Free Loan for Public Transport Season Tickets



Interest Free Loan for Rent Deposits



Electric Vehicle Salary Sacrifice Scheme
A tax efficient mechanism for leasing an electric vehicle including installation of a charger cable if applicable.



Cycle to Work Salary Sacrifice Scheme
A tax efficient means of funding purchase of a cycle with value up to £2000.



Sport and Fitness
Free membership of the Eric Liddell Sports Centre.



Free Flu Vaccinations
Provided annually, on site.



Access to Employee Assistance Programme
Confidential independent advice and support on a range of financial and legal matters, and counselling support.



Virtual GP Access
Delivered through HealthHero, virtual GP service available 24 hours a day, 365 days a year.



Free Lunch and Refreshments
Free meals at lunchtime and free refreshments available in the Common Room for all staff during term time.



Death in Service Payments
All staff under the age of 70 are eligible to receive this at three times their annual salary.



Fee remission
Employees with children who are eligible to attend the school, who have satisfied the entry criteria as set out in the School's admissions procedure and are awarded a place, may receive remission on school fees.



Annual Leave Entitlement for Support Staff
Holiday pay, offered at a minimum of 25 days plus bank holidays for full time new joiners (pro-rated for part time staff), increasing with longer service.



Excellent Transport Links
Rail services to central London and Gravesend/Dartford from Mottingham station (10 minutes' walk) and to central London and Sevenoaks/Bromley/Orpington from Grove Park station (25 minutes' walk). The area is served by a number of bus routes. Limited free parking is available on site. Free parking also available locally.

The Role and Person Specification

Job Description

Job Title:	Group IT Support Technician
Department:	ECFS IT & Data Department
Reports to:	Group IT Manager / Cloud & Security Specialist
Based:	Eltham College Family of Schools (Multi-Site Role)
Holidays:	£28,872

Principal Role

The Eltham College Family of Schools is seeking a proactive and people-focused Group IT Support Technician to join our growing IT & Data department. Supporting approximately 1,800 pupils and 400 staff across Eltham College Senior School, Eltham Junior School, and Blackheath Prep, this is an exciting opportunity to work within a modern and evolving technology environment spanning Microsoft 365, Intune, Jamf, networking, classroom technology, safeguarding systems, and 1:1 device programmes. This is far more than a traditional IT support role, we are looking for somebody who enjoys problem-solving, working with people, and contributing to a fast-paced and ambitious IT & Data function. The role offers genuine opportunities for professional growth, project ownership, and career progression as the organisation and department continue to evolve.

About the Eltham College Family of Schools

The Eltham College Family of Schools is a leading group of independent schools in South East London, consisting of Eltham College Senior School, Eltham Junior School, and Blackheath Prep. Across the group, we support approximately 1,800 pupils from Pre-Prep through to Sixth Form, alongside approximately 400 staff, with a strong reputation for academic excellence, pastoral care, innovation, and community engagement.

Technology plays an increasingly important role across teaching and learning, safeguarding, operations, communication, and the wider staff and student experience.

The Current Technology Landscape

Our technology environment is broad, ambitious, and continually evolving. Across the group, we operate predominantly within a Microsoft 365 ecosystem, using many of the core platforms and technologies commonly seen across the education sector. If you have previously worked within a school environment, many of the systems and tools we use are likely to feel familiar, including Microsoft 365, Intune, Jamf, iSAMS, PaperCut MF, Ruckus WiFi, safeguarding and filtering platforms, and classroom technology solutions.

At the same time, the organisation is on a significant modernisation journey. Alongside maintaining and supporting existing operational systems, the IT & Data department is actively delivering new platforms, cloud-first services, cybersecurity improvements, AI-enabled technologies, device modernisation programmes, and infrastructure upgrades across the Family of Schools.

As with many organisations, this means balancing modern technologies and strategic transformation alongside some remaining legacy systems that form part of our longer-term roadmap for simplification and improvement.

From a device perspective, the environment reflects differing educational needs across age groups. Eltham College Senior School operates a 1:1 managed Microsoft Surface Pro 12 programme, Eltham Junior School uses managed iPads, and Blackheath Prep currently operates a mixed shared-device model.

The IT & Data department operates as one unified team supporting all schools across the group. Whilst individuals may have primary areas of focus, collaboration across sites is a key part of the department's operating model, meaning the successful candidate should be comfortable working across multiple locations and supporting a wide range of users and technologies.

Our Aspirations

Our longer-term aspiration is to continue modernising and simplifying the technology environment, strengthen cybersecurity and resilience, improve operational efficiency, and enhance the digital experience for staff and students across the Family of Schools.

As the organisation and IT & Data function continue to evolve, there will be opportunities for the successful candidate to grow alongside it through increased responsibility, project ownership, technical specialisation, and potential progression into more senior or leadership-focused roles over time.

About the role

This role is far more than a purely technical support position.

The Group IT Support Technician will be one of the visible faces of the IT & Data department across the Family of Schools, playing an important role in how staff and students experience technology day to day.

The successful candidate will work across a broad and evolving technology environment, supporting:

- Microsoft Windows and Apple devices
- Networking and WiFi infrastructure
- Cloud services and Microsoft 365
- Classroom AV and presentation systems
- Safeguarding technologies
- End-user support and service delivery

Alongside operational support, the role also provides opportunities to contribute to infrastructure improvements, modernisation projects, digital strategy initiatives, and wider service transformation work across the schools.

No two days are the same. One moment you may be supporting a teacher with classroom technology, the next troubleshooting network connectivity, preparing devices for deployment, supporting safeguarding systems, or contributing to a wider infrastructure project.

This role would suit somebody who:

- Enjoys variety and problem-solving
- Likes working directly with people
- Thrives in fast-paced operational environment
- Takes ownership and accountability
- Communicates confidently and professionally
- Wants to grow technically and professionally over time

Strong technical foundations are important. However, attitude, communication, accountability, teamwork, and problem-solving are equally critical to success in this role.

We are not looking for somebody who claims to know everything. Technology changes constantly, and no individual has all the answers. What matters most is a willingness to learn, think logically, communicate well, stay calm under pressure, and take ownership through to resolution.

Excellent IT support is as much about people as technology. Staff and students expect professionalism, reassurance, visibility, empathy, and clear communication from the IT & Data department, particularly when challenges arise.

This is not a role for somebody who prefers to work in isolation or remain hidden behind a screen. We are looking for team players who communicate openly, escalate issues early, collaborate effectively, and remain calm and solutions-focused when challenges arise.

If this sounds like an environment you would enjoy and you believe you can positively contribute to the team, we would strongly encourage you to apply.

However, if you are looking for a highly predictable routine, minimal interaction with end users, or a purely desk-based technical role, this is unlikely to be the right environment for you.

Key Responsibilities

Technical Support, Classroom AV & End-User Engagement

- Provide 1st and 2nd line support across multiple school sites, ensuring issues are resolved efficiently and professionally.
- Support a mixed-device environment, including Windows, macOS, iPads, and other mobile devices.
- Act as a visible and approachable member of the IT team, building strong relationships with staff and students.
- Deliver 1:1 device support strategies, ensuring smooth operation and troubleshooting of school-owned student devices.
- Proactively monitor and identify common IT issues, escalating trends to the Helpdesk Coordinator and Learning Technologies Team to influence staff training initiatives.
- Ensure a balance between practical support (e.g., hardware fixes, software installations) and proactive engagement with staff and students to improve technology use.
- Provide support for classroom AV equipment, including projectors, interactive displays, digital signage, and sound systems.
- Work with teaching staff to ensure AV and presentation tools are fully functional and set up in advance for key school activities.
- Provide support for a wide range of software applications used in both teaching and business support functions, where possible.
- If an issue cannot be resolved, ensure it is effectively relayed and escalated to the appropriate team members for further support.
- Support case escalation by colleagues from 1st line, ensuring internal case management efficiency

Network Management and Monitoring

- Assist the Cloud & Security Specialist to oversee the operation, performance, and security of the Family of Schools' active and passive networks, including Cisco switches, routers, and Ruckus wireless infrastructure.
- Proactively monitor network performance, ensuring uptime and reliability, and respond to incidents as required.
- Assist the Cloud & Security Specialist to troubleshoot and resolve network-related issues, ensuring minimal disruption to services.

Backup & Disaster Recovery

- Manage and maintain backup services, ensuring data integrity and compliance with best practices.
- Advise on backup strategies, vendors, and services with a focus on cloud technologies and disaster recovery.
- Collaborate with vendors and internal teams to continuously improve backup and recovery procedures.
- Liaise with the Cloud & Security Specialist on all aspects of backup management, disaster recovery planning, and infrastructure resilience.

Project Work & Independent Responsibilities

- Take ownership of specific IT projects, such as system upgrades, software deployments, or resource rollouts to support teaching and learning.
- Work collaboratively with colleagues to ensure smooth implementation of IT infrastructure improvements across the school group.

- Assist in the deployment of new technology resources, ensuring they are fully tested and ready for classroom and office use.
- Proactively seek opportunities to improve IT systems, identifying inefficiencies and recommending practical solutions.

Helpdesk & IT Service Coordination

- Log, manage, and resolve support requests efficiently, ensuring effective documentation and follow-up.
- Provide feedback on common user queries and IT challenges to inform helpdesk processes and training programmes.
- Support the Helpdesk Coordinator in developing and improving helpdesk workflows, ensuring user requests are handled promptly.

Training & Digital Adoption

- Work with the Learning Technologist Team to identify areas where staff need additional digital training.
- Support training and adoption of key platforms such as Microsoft 365, SharePoint, and classroom technology.
- Provide ad-hoc guidance to staff and students to encourage confident and effective use of technology.

Network & Systems Support

- Assist in the maintenance and troubleshooting of school networks, including wired and wireless infrastructure.
- Work with the Cloud & Security Specialist on network-related issues and IT service improvements.
- Ensure all classroom and office AV and IT resources are well-maintained and fully operational.
- Assist the Cloud & Security Specialist to manage the VMware virtual server environment.

Cybersecurity & Compliance

- Follow security best practices to ensure safe and responsible IT use across all schools.
- Work with the Cloud & Security Specialist to maintain compliance with school cybersecurity policies and GDPR.
- Educate users on best practices for cybersecurity, password management, and safe digital behaviour.

Person Specification

Key Competencies

- Excellent communication and interpersonal skills, including the ability to communicate clearly and professionally in spoken and written English
- Strong troubleshooting and problem-solving ability
- Calm, professional, and solutions-focused approach under pressure
- Strong team player mentality with a collaborative approach to support and projects
- Visible, proactive, and user-focused approach to IT support
- Ability to explain technical issues clearly to non-technical users
- Strong organisational and prioritisation skills
- Ability to work across multiple sites and technologies effectively
- Comfortable escalating issues early and communicating clearly during incidents
- Proactive attitude and ability to develop new solutions

Essential Criteria

- Experience providing IT support within a multi-site environment
- Strong working knowledge of Windows and Apple operating systems
- Experience supporting Microsoft 365 environments
- Experience with MDM platforms
- Experience with MFA best practices
- Experience troubleshooting wired and wireless networking issues
- Ability to manage multiple priorities effectively
- Strong customer service and stakeholder engagement skills
- Ability to work both independently and collaboratively within a wider IT team
- Willingness to learn and develop technical knowledge continuously

Desirable Criteria

- Experience supporting 1:1 device programmes (Jamf, Apple School Manager)
- Experience with Intune & Defender
- Networking certifications such as CCNA or equivalent
- Knowledge of CCTV, access control, and network-integrated systems
- Experience with cloud-first technologies and modern infrastructure environments

Additional Information

- Some out-of-hours work may occasionally be required during school events, maintenance periods, or infrastructure upgrades
- The role involves working across multiple school site
- The successful candidate will be expected to comply with all safeguarding, GDPR, cybersecurity, and organisational policies and procedures
- Ongoing training and professional development opportunities will be supported as part of the role

Driving and Travel Requirements

This is a multi-site role supporting the Eltham College Family of Schools and will require regular travel between school sites and occasional visits to external locations, suppliers and training events.

A full UK driving license is desirable. However, applicants who can demonstrate the ability to travel reliably and independently between sites within the required timescales will also be considered.

Terms of Appointment and How to Apply

Safeguarding

Eltham College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All applicants should read the School's Safeguarding Policy and Privacy Notice (available on the school website) and are required to declare any criminal convictions or cautions, or disciplinary proceedings related to young people.

Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. Further details are given on the application form.

Equal Opportunities

Eltham College is an equal opportunities employer and welcomes applications from all sections of the community. Candidates will be assessed against relevant criteria only (i.e. skills, qualifications, abilities, experience).

The Application and Recruitment Process

Candidates should read the job description for the role, and complete the application form via the TES website Eltham College - Tes Jobs

Short-listed candidates will be invited to attend an assessment day week commencing 14 December 2026 during which a range of skills, knowledge and experience will be tested.

Safer recruitment checks will be made at all stages in the recruitment process.

Contact Information

For more information about the application process please contact a member of our HR Team by telephoning 020 8857 1455 or contacting them via email hr@eltham-college.org.uk

Further details about the School can be found by visiting our websites: www.eltham-college.org.uk & www.blackheathprep.co.uk



ELTHAM COLLEGE JUNIOR SCHOOL

Eltham College Junior School
Mottingham Lane
London SE9 4RW

+44 (0)20 8857 3457
juniors@eltham-college.org.uk

www.eltham-college.org.uk

ELTHAM COLLEGE

Eltham College
Grove Park Road
London SE9 4QF

+44 (0)20 8857 1455
mail@eltham-college.org.uk

www.eltham-college.org.uk