



**Thomas's**

# Onsite IT Support

For further details please go to the Thomas's London Day Schools website: [thomas-s.co.uk/join-our-team](https://thomas-s.co.uk/join-our-team) or email [hr@thomas-s.co.uk](mailto:hr@thomas-s.co.uk)

**thomas-s.co.uk**



# Application Details

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We are seeking a highly motivated and experienced individual to support our staff and pupils at Thomas's London Day Schools.

You will manage all IT equipment, software and resources onsite and will support the IT team with project work, upgrades and changes across all sites. You will also support onboarding staff and pupils, as well as training staff on systems.

We value the importance of finding someone who has a passion for IT and assisting others.

The Recruitment Pack should be read alongside the information available on our website.

Applications will be considered upon receipt and interviews will be arranged as soon as mutually convenient.

Please note that referees will be contacted prior to the interview.

**This is a full time onsite role with occasional requirements for out of hours support at school events.**

**Monday to Friday 08:00 to 17:00**

Salary: Circa £27,000 - £32,000 per annum.

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## Benefits

- **Continuous Professional Development opportunities**
- **Employee Assistance Programme - offering a wide range of benefits to support employee physical, mental and financial health needs**
- **Group Personal Pension Plan, administered by Aviva. The employer contribution is set at 5% of salary with the default employee contribution set at 3% of salary.**
- **Death in Service Benefit**
- **Cycle to Work Scheme**
- **30 days annual leave plus bank holidays.**

## Safeguarding

*Thomas's London Day Schools are committed to safeguarding the welfare of children and young people and expect all staff, volunteers and visitors to share this commitment and work in accordance with our child protection policies and procedures. All posts are subject to screening appropriate to the post including checks with past employers and the DBS service. The school will undertake online searches on shortlisted applicants and may require applicants to provide details of their online profile, including social media accounts. For details of the checks which will be undertaken as part of our recruitment process, please see our Safer Recruitment Policy which can be found here [www.thomas-s.co.uk/policies/](http://www.thomas-s.co.uk/policies/) under the 'Thomas's Policy' tab.*

*This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.*

*As an equal opportunities employer, Thomas's is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity or marriage and civil partnership. Thomas's aspire to have a diverse and inclusive workspace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the Group.*

# Thomas's London Day Schools

## Welcome

### A family-run group

Welcome to Thomas's London Day Schools. We are a family-run group of co-educational independent schools in central London, which seek to give an exceptional start in life to more than 2,000 children between the ages of two and eighteen.

Every member of the Thomas's community is expected to live by our most important school rule, which is simply to 'Be kind'.

## Aims

### We aim:

- To offer an exceptional education to young people aged 2 to 18 which is forward-thinking and outward-looking, with kindness at the core.
- To ensure that every member of our school communities learns and lives by a strong set of values.
- To enable our pupils to achieve academic success through a broad curriculum and a four-dimensional approach to education which develops knowledge, skills, character and metacognition.

## Vision

### Net contributors to society

Our vision is that every pupil leaves Thomas's with core values and a strong sense of social responsibility; inner strength and positive physical and mental health; academic success and a wide range of skills, interests and attributes; curiosity about the world and a love of learning. We strive to ensure that a Thomas's education equips all of our pupils with optimism about and preparedness for the future, setting them on a path to become net contributors to society and to flourish as successful, conscientious and caring citizens of the world.

## Values

### We subscribe to ten core values:

- Kindness and Courtesy
- Honesty and Respect
- Perseverance and Independence
- Confidence and Leadership
- Humility and being Givers, not takers

*The Heads and Principals  
Thomas's London Day School*

# The Role

## Onsite IT Support

### Accountable:

IT Operations Manager and Onsite Support

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### Duties and Responsibilities

- Provide first line IT support to all staff and students, resolving hardware, software, and network issues efficiently.
- Provide some IT support to parents and the PTA on school systems.
- Install, configure, and maintain MacBooks, iPads, laptops, desktops, phones, printers, interactive boards and screens, and other IT equipment.
- Manage user accounts and permissions on various school learning systems and platforms.
- Hardware, software and online system setup for exams and assessments.
- Perform routine system checks and preventative maintenance to ensure system stability and data integrity.
- Troubleshoot network connectivity issues (wired and wireless) and assist with network infrastructure maintenance.
- Support and maintain audio and visual equipment in classrooms and halls.
- Assist with the deployment of new software and hardware, ensuring compatibility and proper integration.
- IT onboarding of new staff and pupils.
- Provide training and guidance to staff and students on IT best practices and system usage.
- Maintain accurate records of IT assets, issues, and resolutions using a helpdesk ticketing system.
- Collaborate with external IT vendors and service providers when necessary.
- Adhere to all school IT policies, safeguarding guidelines, cyber security and data protection regulations (UK GDPR).
- Participate in IT projects as required, contributing to the continuous improvement of school IT services.
- During school holiday some team project work at other Thomas's schools may be required.

# Person Specification

## Skills, Experience and Qualifications

- Proven experience in an IT support role, preferably within an educational environment.
- Knowledge of common educational software.
- Experience with network troubleshooting (TCP/IP, DNS, DHCP) and wireless technologies.
- Familiarity with Apple macOS and iOS devices is desirable.
- Excellent problem solving skills and the ability to diagnose and resolve technical issues independently.
- Strong communication and interpersonal skills, with the ability to explain technical concepts to non technical users.
- Ability to work effectively both independently and as part of a team.
- A relevant IT qualification (e.g., CompTIA A+, ITIL Foundation) is highly desirable.
- Enhanced DBS check will be required upon successful appointment.

## Person Specification

- To work in a manner that follows Thomas's health and safety policies, protecting yourself and others
- To be familiar with and comply with Thomas's policies and procedures
- To promptly report all safety hazards and unsafe working practices
- To read and be familiar with the induction pack
- To work in a cooperative, diplomatic and flexible manner
- To foster and maintain good working relationships, acting as a courteous, friendly and business-like member of the school team





**Be Kind  
Be Thomas's**