

Kneller Hall School Recruitment Brochure IT Technician and Service Desk Analyst



IT Technician and Service Desk Analyst

To start as soon as possible, Kneller Hall School has an exciting opportunity for someone with a willingness to learn, energy and commitment to join our forward-thinking and expanding school as an IT Technician and Service Desk Analyst.

You will join a team of innovative and highly motivated staff who constantly strive to provide the finest education and ever-expanding opportunities to get the very best out of our pupils, while fostering a love of learning.

On offer is a competitive salary, commensurate with experience, excellent professional development opportunities and small class sizes. Other benefits include access to health and wellbeing support, staff events, free school breakfasts and lunches, Pilates, cycle-to-work scheme, pension and life assurance.

For further information and to download an application form, please visit our website: <https://radnor-twickenham.org/About>

Kneller Hall School is a member of Dukes Education, a family of schools, teachers, learners and parents connected by our pursuit of an extraordinary life for every member of our community. To learn more about our family, visit dukeseducation.com

Kneller Hall School is committed to safeguarding the welfare of children and expects the same from its employees. All new staff will be subject to enhanced DBS clearance, and safer recruitment checks of identity, qualifications and employment including satisfactory references. We are an equal opportunities employer.



Principal's Welcome

Dear Candidate

Thank you for your interest in the position of IT Technician and Service Desk Analyst at Kneller Hall School. We are a co-educational independent school serving pupils aged 11-18. The school is also part of the Dukes Education family of schools which provides excellent opportunities for staff collaboration and career development.

At Kneller Hall School our mission is to educate the whole child in an atmosphere of care and mutual respect. We provide great teaching and a values-based education and will continue to combine both tradition and innovation in our offering when we relocate to the historic Kneller Hall site in September 2027.

The prospect of a move to our new site , which will create the largest of any independent school in South-West London, brings considerable opportunities. We are looking forward to moving to a magnificent campus with listed buildings and a new purpose-built teaching block with state-of-the-art specialist classrooms set in 30 acres of open land. Open this link to see our new site, [Kneller Hall School](#).

We are very proud of our excellent academic record and superb value-added progress scores which see students attain +1 grade at GCSE, +2 grades at GCSE for students with SEND and +0.5 grades at A Level.

If working in a supportive, vibrant and innovative environment excites you and you want to join us to add further value, would be delighted to hear from you.

Yours faithfully

Amy Cavilla



Department Overview – IT Support Department

Overview

The IT Support Department at Radnor House Twickenham provides essential technical services to ensure that staff, pupils, and teachers can make the most of the school's digital resources. Our team of dedicated IT professionals maintains the school's systems, devices, and networks, enabling a seamless learning and working environment.

Mission and Vision

Our mission is to deliver reliable and responsive IT support that empowers teaching and learning. We aim to ensure that every member of the school community has access to the tools they need, while promoting safe, secure, and responsible use of technology.

Facilities and Resources

A robust IT infrastructure with secure Wi-Fi and internet across the school.
Modern devices and classroom technologies to support teaching and learning.
Cloud-based platforms including Microsoft 365 and Teams for collaboration.
A dedicated helpdesk system to provide rapid support for staff and pupils.
Regular maintenance and upgrades to ensure systems remain efficient and secure.

Services Provided

Day-to-day technical support for staff, pupils, and teachers.
Management of school devices, accounts, and software.
Support for digital learning platforms and classroom technologies.
Guidance on online safety and responsible use of IT.

Extra-Curricular and Wider Contribution

The IT Support team plays a vital role in school life beyond troubleshooting. We assist with events, presentations, and digital resources.

Future Developments

With the move to Kneller Hall, the IT Support Department will continue its services to meet the demands of a larger site.
Plans include enhanced digital learning spaces, improved infrastructure, and new opportunities for pupils to engage with emerging technologies.



Job Description

Purpose of the role is to provide technical support to all staff and pupils, resolving issues where possible and escalating to the Senior Technician or IT Manager when required. Ensure the continuous availability and reliability of network services across the school.

Key Responsibilities

Technical Support & System Management

- Provide technical support to staff and pupils, resolving issues promptly and escalating to the Senior Technician or IT Manager when necessary.
- Monitor and maintain all installed systems and infrastructure to ensure optimal performance.
- Install, configure, test, and maintain operating systems, application software, and system management tools.
- Proactively ensure high levels of system and infrastructure availability.
- Maintain robust security, backup, and redundancy solutions.
- Carry out daily, weekly, and monthly system checks to ensure network health, backups, and security compliance.
- Liaise with suppliers and other IT personnel to resolve complex issues.
- Produce and maintain self-help resources and user guides for staff to reduce unnecessary support requests.
- Participate in out-of-hours support when required (TOIL will be provided).

Staff Training & Compliance

- Provide training on the use of hardware and software to staff at appropriate times and levels.
- Manage Display Screen Equipment (DSE) assessments for the school.

Collaboration & School Engagement

- Attend scheduled meetings relevant to IT duties.
- Contribute to school evaluation and INSET in areas including:
 - IT
 - Pastoral care and Safeguarding
- Support the pastoral arrangements of Radnor House as required.

Other Duties

- Work within the framework of school policies to achieve the general aims and objectives of Radnor House.
- Undertake additional duties as reasonably requested by the Principal, Head or Operations Director, subject to IT Manager approval.
- Maintain the highest standards in fulfilling the responsibilities outlined in this role.

Desired Skills and Experience

- Strong knowledge of Microsoft 365 administration and support.
- Familiarity with Azure cloud platforms, including user and group management.
- Experience with Windows operating systems and Active Directory.
- Understanding of networking fundamentals (TCP/IP, DNS, DHCP).
- Excellent problem-solving skills and ability to work under pressure.
- Strong communication and customer service skills.



Person Specification

Area	Essential	Desirable
Qualifications	GCSE Level standard or equivalent (English and Maths A*-C grade or equivalent).	Relevant qualification or experience. Good degree or evidence of further study
Professional Development	Evidence of continuing professional development.	
Experience	Experience in a role demonstrating responsibility, reliability and the ability to work well in a team. Experience maintaining order and promoting safe practices in a practical setting. Experience in troubleshooting issues.	Experience working as an IT Technician within a school/college environment.
Knowledge and skills	Understanding of safeguarding principles. Basic understanding of scientific principles across various disciplines. Impeccable attention to details and organisation skills. Excellent communication and interpersonal skills. Understanding of duty of care responsibilities towards children and young people. Ability to demonstrate scientific techniques clearly and safely. Knowledge of health and safety procedures and regulations and best practice.	Knowledge of common technical issues and requirements at a secondary school. Understanding of routine maintenance procedures for equipment. Ability to conduct basic repairs and maintenance on equipment.
Personal qualities	Good communication skills, enabling clear and effective interactions. Ability to work constructively and collaboratively as part of a team as well as to work independently. Ability to maintain vigilance and attention to detail in a busy laboratory environment. Proficient in the application of literacy and numeracy. Passionate about education. Committed to fostering an inclusive and supportive learning environment. Innovative and forward-thinking. Resilient and adaptable to change. Collaborative and able to be an effective team player. Professional demeanour. Excellent time-keeping. High expectations of self and others. Commitment to the school's values and ethos. Willingness to participate in extra-curricular activities and school events.	Enthusiastic about professional development.



How To Find Us



If you are unfamiliar with the area and arriving at Twickenham Station by train, directions to the school are: turn left on exiting the station and follow London Road through the town centre. At the end of the road, continue following the pavement which turns to the right (becoming the A305, King Street), pass 'Starbucks' and 'Iceland' then turn left at 'Holland and Barrett' which will take you along Cross Deep towards the school. Kneller Hall School is located in Pope's Villa/Radnor House which is the building on the left with a clock tower, approximately 500 metres along Cross Deep and immediately opposite St Catherine's Girls' School. It is an approximately 15-minute walk from Twickenham Station.



Other benefits of working at Kneller Hall School:

No more than 170 teaching days each year (180-190 in state sector)
Free breakfast and lunch during term time
Training grants or loans to obtain further qualifications
Access to the Dukes central training and development programme
An employee assistance programme, offering free and confidential counselling
Accredited ECT induction
Free work laptop computer
Cycle to work scheme
Membership of Wellhub with access to premium wellness apps and discounts for gyms
Free Pilates classes
Free life assurance
Discount on fees for children of staff at Dukes' schools
Flexible salary exchange pension scheme

How to Apply

For further information and to download an application form, Please visit the school's website at Radnor-Twickenham.org and navigate to the 'about' page then 'current vacancies'.

Completed application forms should be returned to: hr@radnorhouse.org by midday on 22nd July 2026, but we reserve the right to close the vacancy early if a high volume of applications is received in advance of this closing date.

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