



## IT SERVICE DESK MANAGER

**Full Time**

**Required from December 2024**

**Salary: £40,000 - £45,000 per annum depending on qualifications and experience**

The postholder will be responsible for managing the day-to-day operations of the service desk, mentoring a team of support technicians, and implementing best practices to optimise service delivery.

The ideal candidate will have excellent communication, organisation and team management skills, a strong technical background, and a commitment to providing outstanding customer service.

### We offer:

- The opportunity to join our outstanding school where public examination results consistently place JAGS amongst the leading schools in the UK
- A community of considerate, creative and compassionate students and staff
- A highly diverse and inclusive school community, committed to our bursary provision
- An inspiring and enthusiastic team of colleagues across the teaching and support staff
- Excellent facilities, including the latest resources to support learning
- A diverse benefits package including:
  - Competitive salary
  - Pension scheme with 10% employer contributions
  - Free onsite parking
  - Free gym membership with discounted family rates
  - Employee Assistance Programme
  - Free lunches
  - Free access to the Dulwich Picture Gallery
  - School fee discount
  - Cycle to work scheme
  - Interest-free computer loans
  - Interest-free transport season ticket loans

With its distinctive heritage as the oldest independent girls' school in London, James Allen's Girls' School provides a forward-thinking and contemporary education for over 1100 girls aged 4 to 18. Located in the London borough of Southwark, JAGS has a diverse school community and is committed to inclusion in the workplace.

Our school aims, both in and out of the classroom, are clear:

- To celebrate our diverse and inclusive community
- To champion social awareness and sustainability
- To empower courage, creativity and compassion in each student
- To inspire aspirational and authentic lifelong learners and leaders
- To nurture respectful, resilient and kind individuals

If this matches your vision, then this is the perfect opportunity for you.

## How to apply

We recognise that celebrating the full diversity of staff and students has a positive impact on all and invite applications from candidates from a broad range of backgrounds. To enable us to make any reasonable adjustments, please let us know when you submit your application whether you have any special requirements.

Please visit our website [www.jags.org.uk/day-to-day/vacancies](http://www.jags.org.uk/day-to-day/vacancies) to download an application form and candidate pack.

Please note that CVs and letters sent without a completed application form will not be accepted.

For further information please contact [recruitment@jags.org.uk](mailto:recruitment@jags.org.uk) or telephone the Recruitment team on 020 8693 1181.

**Closing Date: Midday on Monday 4 November 2024**

**Interview Date: Week commencing Monday 11 November 2024**

*Interviews may be held at any stage after applications are received. Interested candidates are advised to apply as soon as possible. We reserve the right to close this vacancy earlier than the specified deadline, if a suitable candidate is found.*

*JAGS is committed to the safeguarding and welfare of children and applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers, the Disclosure and Barring Service, and overseas police and regulatory authorities where relevant.*