

Job Description: IT Technician (Prep School)

Job Title:	IT Technician (Prep School)
Reports to:	IT Manager
Direct Reports:	None
Location:	Cheltenham College, Cheltenham
Job Grade / Hours:	Grade D. Salary stated as full-time equivalent. Full-time, term-time-plus or similar working arrangements may be considered, subject to operational requirements and agreement with the College. The full-time working pattern is 37.5 hours per week. The normal Prep School support pattern is 08:00–16:00, Monday to Friday during term time, with flexibility required during school holidays, start-of-term preparation, major IT work and occasional Saturday morning rota cover.

Purpose of the Role

The IT Technician (Prep School) provides dedicated, on-site IT support within the Prep School, delivering responsive first-line support while acting as an embedded member of the school community.

The role combines technical support with a strong focus on user engagement, staff enablement and day-to-day operational reliability. The post-holder works closely with Prep staff and pupils to ensure technology is used effectively, while maintaining full alignment with central IT processes, standards and priorities.

The role operates as part of the wider College IT team and is managed through central IT service processes, standards and priorities. It is not a standalone Prep School IT function.

The role requires strong availability during school term time, when most user-facing support is required. Depending on the agreed working arrangement, the post-holder may work full-time, term-time-plus or a similar agreed pattern, with planned holiday working required for device refresh, classroom readiness, new-starter preparation and agreed IT activities.

Key Responsibilities

1. First-Line Technical Support

- Provide responsive, in-person support for staff and pupils within the Prep School.
- Diagnose and resolve common hardware, software, connectivity and access issues across devices and classroom technologies.
- Maintain clear communication with users and ensure issues are followed through to resolution.
- Log, update and manage all work within the central IT service system.
- Escalate issues appropriately in line with IT service processes.

2. Embedded User Support & Engagement

- Act as a visible and approachable IT presence within the Prep School.

- Build strong working relationships with teaching and support staff within the Prep School, while ensuring that requests are handled through agreed IT service channels, priorities and escalation routes.
- Provide informal guidance and support on the effective use of technology in teaching and administration.
- Assist staff in resolving day-to-day issues quickly and confidently.

3. Classroom & AV Support

- Ensure classrooms and shared teaching spaces are fully operational.
- Support displays, projectors, audio systems, casting solutions and associated classroom technologies.
- Assist with setup and support for assemblies, events and school activities within the Prep School.
- Provide guidance to staff on effective use of classroom technology.

4. Device Support and Lifecycle Tasks

- Support deployment, configuration and maintenance of pupil and staff devices.
- Assist with device builds, updates, and troubleshooting using approved tools (Jamf, Intune etc.).
- Ensure devices are maintained in line with security and configuration standards.

5. Account Administration and Lifecycle Tasks

- Carry out account lifecycle activities (joiners, movers, leavers) in line with approved processes and data sources.
- Create, modify and disable staff, pupil and service accounts using defined workflows and approved processes.
- Ensure accuracy of group memberships, permissions and account status based on approved inputs.
- Maintain clear records of all actions within the IT service system.
- Follow all approval and audit requirements and avoid informal or undocumented changes.

6. Monitoring & Routine Operational Tasks

- Carry out routine checks on classroom readiness, device availability and shared spaces.
- Identify and report recurring issues or patterns affecting Prep users.
- Support basic monitoring and operational tasks as required.

7. User Support and Training

- Provide basic user guidance on core systems including Teams, OneNote, Outlook and school systems.
- Support onboarding of new staff and pupils within the Prep School.
- Contribute to simple user guides and support materials where appropriate.

8. Teaching & Learning Support

- Provide in-class or in-person support for teaching and learning activities where this has been planned and agreed in advance.
- Work with teaching staff to ensure technology is used effectively and reliably within lessons.
- Balance planned support activity with core IT service responsibilities and priorities.

- Ensure all planned support is visible and coordinated with the IT Manager.
- The role is not a teaching post and does not replace curriculum, ICT teaching or digital learning leadership responsibilities.

9. Security & Good Practice

- Follow secure processes for device handling, account access and data protection.
- Support initial response actions for basic security issues where required.
- Promote safe and responsible use of technology among pupils and staff.

10. Queue Discipline & Service Integration

- Ensure all work is logged, tracked and managed through the central IT service system.
- Follow agreed triage, prioritisation and escalation processes.
- Maintain visibility of all work and avoid informal or “off-system” support.
- Work as part of the wider IT team, ensuring consistency of service across both schools.

11. Collaboration within the IT Team

- Work closely with IT Support Technicians and Senior Technicians to ensure smooth escalation and resolution of issues.
- Participate in team meetings, updates and knowledge sharing.
- Provide support across the Senior School where required during peak periods or absence.

12. Continuous Improvement and Development

- Identify opportunities to improve reliability and usability of technology within the Prep School.
- Maintain up-to-date knowledge of College systems and technologies.
- Participate in training and development activities.

Person Specification

Qualifications

- (Desirable) CompTIA A+; IT apprenticeship; Level 3 or equivalent experience.
- (Desirable) ITIL Foundation or other service-management training.
- (Desirable) Apple or Microsoft support certifications.
- Training and development will be provided, with an expectation that the post-holder actively works towards agreed qualifications within a defined timeframe and maintains ongoing professional development.

Technical Skills

- Strong first-line troubleshooting across Windows, macOS and iOS.
- Familiarity with classroom technology and AV systems.
- Understanding of core applications and school systems.
- **Ability to follow structured processes for support and escalation.**

Service & Behavioural Competencies

- Comfortable working in a visible role, embedded and representing IT in day-to-day interactions with teaching staff.
- Strong interpersonal skills with the ability to build effective, professional relationships with staff and pupils, including adapting communication style appropriately for younger pupils (up to Year 8) and classroom environments.
- Clear, confident communication, including the ability to explain technical concepts simply and provide guidance in live classroom situations.
- Approachable, patient and supportive, with a calm and professional presence when working directly with users.
- Able to work independently and exercise sound judgement in a fast-paced, user-facing environment, balancing immediate requests with wider service priorities.
- Able to manage competing demands, including in-person support, scheduled activities and service desk responsibilities, without losing control of workload or priorities.
- Confident in setting appropriate boundaries with users, ensuring requests are handled in line with agreed processes rather than informally or reactively.
- Strong sense of ownership and accountability, ensuring work is followed through, recorded appropriately and visible to the wider team.
- Team-oriented, with commitment to shared standards, processes and consistent service delivery across both schools.

Practical Requirements

- Ability to move and set up equipment, including AV, devices and peripherals.
- Ability and willingness to work the normal Prep School support pattern of 08:00–16:00, Monday to Friday, during term-time.
- Ability and willingness to participate in the shared IT Support rota for Saturday morning teaching during term time, currently expected to be approximately once per half term, with time off in lieu or other agreed arrangements applied in line with College practice.
- Willingness to provide occasional agreed support for school events where technology support is required.
- Willingness to undertake planned holiday working where required for device refresh, classroom readiness, new-starter preparation and agreed IT activities, in line with the agreed working pattern.

General Expectations

This job description outlines the main duties and responsibilities of the role but is not exhaustive. The post-holder may be required to undertake other tasks which are reasonably commensurate with the position and aligned to the purpose of the role.

Skills, knowledge and technologies evolve over time, and the post-holder is expected to maintain an ongoing commitment to learning, professional development, and continuous improvement. Responsibilities and requirements may be reviewed and updated periodically in consultation with the post-holder to reflect organisational needs.

All employees are required to comply with Cheltenham College policies and procedures, with particular attention to:

- **Child Protection and Safeguarding**
- **Health and Safety**

- **Data Protection and ICT Acceptable Use**
- **Smoking and Vaping**
- **Dignity at Work**
- **Anti-Bribery**

The post-holder must complete mandatory training associated with these policies and may be assigned additional responsibilities such as acting as a fire marshal or first aider where appropriate.

Appointment is subject to enhanced DBS clearance.