



KENT COLLEGE
CANTERBURY

IT Technician



APPOINTMENT DETAILS

Job Title:	IT Technician
Reporting to:	Head of IT & Digital Services
Employment Status:	Term Time Only
Job Location:	Canterbury / Whole School Post
Closing Date:	2 nd June 2025
Interviews:	From W/C 2 nd June 2025
Start Date:	June/July

Please make a note of interview dates prior to applying

THE DEPARTMENT

Many of the business and operational functions of the school are delivered by the Bursary, which includes the following teams: Administration, Catering, Domestic Services, Finance, Human Resources, IT & Digital Services and Property/Estates. This large team of professional, dedicated and expert individuals support the successful operations of the school.

The IT & Digital Services department comprises the Head of IT & Digital Services, Senior IT Technician and an IT Technician. The department provides a full range of technical support and expertise to staff and students across the Junior and Senior schools.

IT PROVISION AT KENT COLLEGE

The school aims to be a leader in digital learning and teaching, and development of IT underpins this. Each student and teacher at the Senior School is issued with a Windows device as we phase away from MacBooks. Younger classes have access to Chromebooks and iPads.

The school's IT infrastructure spans multiple sites, and alongside 1:1 MacBooks, supports iMacs, Windows devices, virtual and physical servers, telephony, CCTV, and printers. Classroom resources include interactive flat panel displays, TVs, interactive whiteboards, and projectors.

THE ROLE

We are looking for an enthusiastic technologist to provide support and assistance to the Senior IT Technician in providing first line support for staff, pupils, and guests. You will provide an efficient and effective service to all stakeholders and support the maintenance and development of the school's digital resources.

JOB DESCRIPTION

Title: IT Technician

Reporting to: Head of IT & Digital Services

The following list is not exhaustive but serves as an indication of what the role encompasses.

The IT Technician will:

- Log all jobs on the IT department's service desk. This includes emails, phone calls and walk-ins.
- Provide prioritised 1st and 2nd line support via telephone, face-to-face and the service desk.
- Assist in the installation and testing of new IT equipment, including hardware, peripherals, and software according to manufacturer instructions.
- Assist in the monitoring of system performance.
- Be located at the Junior School on a rotational basis with the Senior IT Technician
- Provide training and advice as required across the school to all staff and pupils.
- Assist in the installation and testing of new IT equipment, including hardware, peripherals, and software according to manufacturer instructions.
- Assist in the monitoring of system performance.
- Diagnose and resolve software and hardware faults (including

- peripherals).
- Perform regular checks, maintenance repairs and upgrades as required.
 - Contribute to the work of the team under supervision, in the delivery of support as required.
 - Undertake monitoring, inventory and documentation of departmental stock and equipment as directed by the IT & Digital Services department's management.
 - Work as part of the wider digital team to develop ideas and processes to ensure the security and integrity of the IT systems are maintained.
 - Liaise with 3rd party companies for support with issues.
 - Undertake available training opportunities and demonstrate a commitment to continuous development.
 - Demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Head of IT & Digital Services.
 - Perform such other tasks as may reasonably be required by the Bursar.
 - Carry out the above duties in accordance with the school's policies.

SAFEGUARDING DUTIES & RESPONSIBILITIES

The successful candidate will need to satisfy the conditions appertaining to a satisfactory Disclosure and Barring Service (DBS) check before taking up their appointment. They will be required to complete a medical questionnaire and produce evidence of all qualifications cited on the application form.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be expected to uphold this duty with regard to all children and young persons for who they are responsible and with whom they come into contact. All members of staff are expected to share this commitment and abide by the safeguarding policies in place and undertaking relevant training to ensure they remain up to date with Safeguarding policies and best practice.

This role is a business function support role involving regular contact with children, but not typically accompanied by responsibility for them.

For the avoidance of doubt, the duties and responsibilities contained within this job description indicate only the main responsibilities of the post and may change from time to time according to the requirements of the role. It is not intended as an exhaustive list, or to have contractual effect.

References will be taken prior to the interview. One of the referees should normally be the applicant's current or most recent employer.

PERSON SPECIFICATION

Qualification/s and Training	ESSENTIAL	DESIRABLE
Industry qualification or significant experience ICT qualifications (Level 3 or above)		X
Experience		
Google products, including: <ul style="list-style-type: none"> - Google Workspace - Chrome device management 		X
Apple products, including: <ul style="list-style-type: none"> - macOS / iOS - Jamf 		X
Microsoft products, including: <ul style="list-style-type: none"> - Windows 10/11 - Windows Server - Active Directory, DNS, DHCP and Group Policy - Microsoft 365 - Microsoft Endpoint Manager - Azure Active Directory 		X
Administration of server infrastructure, including VMWare and Hyper-V		X
Administration of Veeam Backup		X
Skills and Knowledge		
Understanding of switching/routing concepts such as: <ul style="list-style-type: none"> - VLANs - Port Security - Access Control Lists 		X
Ability to communicate technical concepts and practices	X	
Adept at quickly picking up new technologies and learning on the job	X	
Personal and Professional Attributes		
Excellent organisational and administrative skills	X	
Ability to work flexibly and efficiently	X	
Committed to the safeguarding of students and staff	X	

THE PACKAGE

Hours: 40 hrs per week, Monday – Friday, term-time (35 weeks per academic year)*

**We are open to discuss flexibility with the hours and weeks worked with candidates, to suit both them and the needs of the school*

Salary: Band 12 (currently £27,248 full-time equivalent per annum)

Pension: Contributory Pension Scheme TPT (DC)*

Annual Leave: 25 days plus public holidays

Benefits:

- Generous training and mentoring package
- Benenden health care
- Free lunch in term-time*
- Tuition fee remission*
- Free car parking

**Conditions apply*

