St Dunstan's EDUCATION GROUP

IT TECHNICIAN

JOB DESCRIPTION & PERSON SPECIFICATION

Applications Close: 0900 Monday 30 November 2026
Shortlist Interviews: W/C 7 December 2026
Start Date: ASAP

IT TECHNICIAN

JOB OVERVIEW

Job Title: IT Technician

Department: Digital Services

Employment Type: Permanent, Full-time

Location: St Dunstan's College, with travel between Group schools as required

Salary: £28,932 - £32,777 per annum (September 2026 pay scale)

Hours: 37.5 per week, Monday to Friday

Start Date: ASAP

Responsible to: Head of School Digital Services

Responsible for: No direct report

Purpose of the Role:

The IT Technician is first line support for staff, pupils, and guests. You will provide an efficient and effective support service to all stakeholders and support the maintenance and development of the Group's digital resources.

The IT/Digital Services Department comprises the Director of Digital Services, Head of School Digital Services, IT Project Manager and IT Technician.

The Department supports the St Dunstan's Education Group ('the Group') which comprises of St Dunstan's College, Rosemead Preparatory School and Nursery, St Christopher's The Hall, West Lodge Preparatory School, Little Dunstan's Kindergartens as well as St Dunstan's Enterprises, which runs a Leisure Club and hires out other facilities.

The Group's digital estate spans multiple sites and consists of approximately 1500 users and over 500 devices including a 1-2-1 laptop scheme for all teaching staff and key support staff. The team also supports virtual, physical and cloud servers, telephony, and CCTV. Classroom resources include interactive flat panel displays and TVs.

St Dunstan's EDUCATION GROUP

IT TECHNICIAN

ABOUT US

St Dunstan's Education Group is a growing family of not-for-profit independent schools and nurseries rooted in south-east London, serving over 2,000 children aged from birth to 18. The Group comprises St Dunstan's College, Rosemead Preparatory School and Nursery, St Christopher's The Hall, West Lodge Preparatory School and Little Dunstan's Kindergartens. Our ambition is to be recognised nationally for demonstrating that academic excellence and human flourishing can and should go hand in hand — Excellence. *Differently*.

THE PACKAGE

Salary	£28,932 - £32,777 per annum (September 2026 pay scale)
Hours	37.5 per week, Monday to Friday
Pension	ISPS (DC)*

WORKING FOR ST DUNSTAN'S EDUCATION GROUP

We seek to be the employer of choice in the sector, with staff wanting to work at St Dunstan's because of our clarity of purpose and vision, our distinctive identity and reputation, and a sincere commitment to staff development, creativity and voice, wellbeing, diversity and equality, and a culture of trust and transparency. Benefits* include:

- Tuition fee remission and no registration fees*
- Private healthcare insurance (50% paid by employer) with reduced health club membership
- Healthcare cash plan
- Free lunch and beverages during term time
- Free off-road parking
- Salary sacrifice schemes
- Season ticket loan
- Free winter and summer social events
- Annual flu immunisation
- Use of College leisure facilities, including gym, tennis courts and pool
- Discounted school uniform
- Workplace nursery scheme

**Conditions apply.*

St Dunstan's EDUCATION GROUP

IT TECHNICIAN

JOB DESCRIPTION

Responsibilities

- To log all jobs on the IT/Digital department's service desk. This includes emails, phone calls and walk-ins.
- To provide prioritised, 1st line support via telephone, face-to-face and the service desk.
- To escalate jobs to other members of the department when necessary.
- To provide one to one (face to face) training and advice as required across the Group to all staff and pupils.
- To assist in the installation and testing of new IT equipment, including hardware, peripherals, and software according to manufacturer and departmental instructions and requirements.
- To 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.
- To 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 Director of Digital Services.
- Work as part of the wider IT team to develop ideas and processes to ensure the security and integrity of the IT systems are maintained.
- To liaise with 3rd party companies for support with issues.
- To undertake available training opportunities and demonstrate a commitment to continuous development.

General

- To have due regard for safeguarding and promoting the welfare of children and young people.
- To follow the child protection procedures detailed in the Group's safeguarding policy.
- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Chief Operating Officer.
- Engage in training opportunities to further develop skills and knowledge.
- To perform such other tasks as may reasonably be required by the Chief Operating Officer.
- To carry out the above duties in accordance with the Group's policies.

PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Educated to degree level or hold relevant job qualification		X
Experience of using Microsoft products and advising others	X	
Experience of Apple and Google products and systems		X
Experience of working in an educational or charity environment		X
Knowledge of switching and routing concepts		X
Knowledge of Active Directory, DNS and DHCP		X
Customer Service experience (environment / first line support)	X	
Experience of using a helpdesk product		X
A desire to learn and develop	X	
Ability to work flexibly and efficiently	X	
Committed to the safeguarding of students and staff	X	

St Dunstan's
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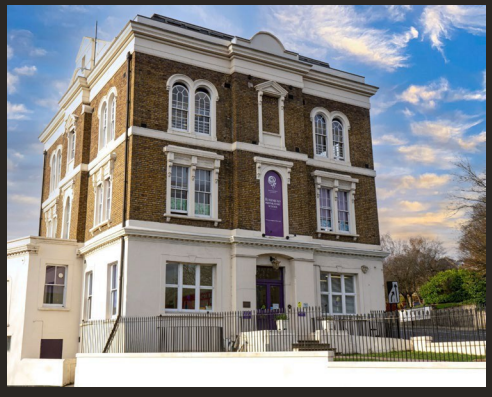
St Dunstan's Education Group brings together likeminded schools in the delivery of a modern, pioneering education enriched through the diversity of a south-east London heritage and setting.



St Dunstan's College, Catford



St Christopher's The Hall, Beckenham



Rosemead Prep, Dulwich



West Lodge School, Sidcup