

Desktop Support Engineer Fixed Term, Full-Time, Full Year Contract

Whitgift is one of Britain's leading independent boarding and day schools for boys aged between 10 and 18 years, with approximately 1525 pupils and over one hundred boarding or flexi-boarding pupils. It was founded in 1596 by Elizabeth I's last Archbishop of Canterbury, John Whitgift, and is the oldest school in Croydon. Whitgift enjoys facilities of outstanding quality, amongst the best available nationally, in a beautiful parkland estate in South Croydon with excellent links to London, Surrey and the south coast.

With a reputation for holistic endeavour, Whitgift enjoys an unparalleled reputation for delivering a genuine combination of academic excellence and all-round achievement. The co-curricular programme – which provides every one of its students with an exceptional range of clubs and societies across academic departments and beyond – was recognized by ISI in our recent inspection at the end of the Lent Term 2025 as a “significant strength”. We believe in breadth and depth of opportunity, high aspiration, and a “can-do” and engaged attitude: key ingredients for preparing the young people in our care brilliantly for the rest of their lives.

We are seeking to appoint a Desktop Support Engineer who will provide 1st and 2nd line desktop support for staff and students across Whitgift. A successful candidate will have strong working knowledge of, but not limited to; Azure Active Directory, Microsoft 365, Microsoft Office, SharePoint Online and Windows 11, along with excellent customer service skills, organisation and problem-solving skills and the ability to work with people of all ages within an educational setting.

OUTLINE OF POST:

Reporting to the Helpdesk Manager, you will work alongside other Desktop Support Engineers as the first point of contact within the Service Desk for 1st and 2nd level support for staff and students.

Key Accountabilities:

Desktop Support:

- First point of contact within the Service Desk for client telephony calls.
- Troubleshoot and maintain all IT hardware and software.
- Responsible for ensuring all calls are dealt with in accordance with SLAs.
- Ensuring published processes and procedures are always followed.
- Receiving and owning issues; enquiries and change requests for support from clients and prioritise these requests accordingly adhering to SLA's.
- Manage Intune Infrastructure including all images and packages.
- Performing a proactive role in monitoring key systems.
- Manage the escalation to 3rd Line Support for all relevant customer reported incidents.
- Perform basic troubleshooting and diagnosis for all issues using the technical resources and monitoring tools available.
- Ensuring Incident Management procedures are followed.
- Accurate and relevant logging of all customer requests and incidents using call logging software.
- Attempting to resolve user issues before they require escalating.
- Provide direct support for the teacher & learning process, as required in particular role/location in liaison with the Head of IT.
- Support staff in using IT equipment and provide training on new software and hardware as necessary.

- a wide range of hardware repairs and upgrades.
- Detect, diagnose and resolve most PC, printer and peripheral device faults.

Additional Duties:

- Note risks to IT systems and suggest precautions.
- Follow extended maintenance procedures according to a defined schedule.
- Ensure basic Health and Safety checks are carried out and escalate problems as required.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.
- Out-of-hour work will be needed from time to time to ensure the network is always available. This may require working in the evenings and weekends from time to time.
- Undertake appropriate learning and training as directed to keep abreast of development in IT as it relates to all of the school's systems

Person Specification

Essential Criteria:

Qualifications and Experience:

- Proven experience as a Desktop Support Engineer, or similar role within an educational or professional environment.
- Strong working knowledge of 1st and 2nd line desktop support, including troubleshooting IT hardware and software issues.
- Demonstrated experience in managing Azure Active Directory, Microsoft 365, Microsoft Office, SharePoint Online, and Windows 11.
- Experience with Intune Infrastructure management, including image and package deployment.
- Familiarity with a range of IT systems and software, including Adobe CC, Intune, Defender, Salto, 3CX, Threatlocker, Lightspeed, Senso, Securus, Sign in App, Azure, PaperCut Hive, Teams Admin, PowerShell, CMD, Card Exchange, Manage Engine.
- Experience in incident management, SLA compliance, and maintaining IT support logs.
- Hands-on experience with hardware maintenance, repair, and upgrades, including PCs, printers, and peripherals.

Technical Skills:

- Proficient in IT troubleshooting, maintenance, and diagnostics.
- Experience in system monitoring and proactive problem resolution.
- Strong understanding of incident management procedures and effective escalation practices.
- Knowledge of network and IT security practices, including Threatlocker and Defender.
- Proficient in call logging software and maintaining accurate support documentation.
- Ability to manage software installations, configurations, and updates efficiently.
- Proficiency in PowerShell and CMD for administrative tasks and scripting.
- Experience in providing training on new software and hardware to staff and students.
- Excellent customer service skills to ensure a positive user experience.

Personal Attributes:

- Highly organised, with a keen eye for detail and the ability to prioritise tasks effectively.
- Strong communication skills, both written and verbal, to interact with staff, students, and external partners.
- Willingness to work flexible hours, including evenings and weekends, as needed.
- Proactive in professional development to stay updated with the latest IT trends and technologies.
- Problem-solving mindset with the ability to handle challenging situations calmly and efficiently.

FURTHER INFORMATION

All our staff benefit from a competitive remuneration package, including:

- A Pension Scheme (with Life Assurance cover)
- Free access to an Employee discount Club
- Discounted school fees for the Foundation Schools (permanent posts only and upon successful completion of the probationary period)
- Access to our onsite gym (available at select hours) and our swimming pool (when available, access is extended to staff)
- Membership with BUPA
- Onsite parking, when available
- Lunch is available onsite during term time

CONDITIONS OF SERVICE

This position is offered as 1-year fixed term, full-time, full year contract from October 2025.

The Desktop Support Engineer will work 5 days per week and the hours for this role are 8.00am – 5.00pm (40 hours per week) with a one-hour unpaid lunch break. There will be occasional requirement for flexibility with start and finishing times to meet the needs of the school. Any changes will be mutually agreed in advance with your line manager.

Salary is negotiable based on work experience and qualification but will be in line with Market Rates.

We welcome applications from all parts of our community as we aspire to attract staff that matches the social and cultural diversity of our student intake.

For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at SchoolHR@whitgift.co.uk.

Applications will be reviewed on a daily basis and we invite interested candidates to apply as soon as possible. Interviews may take place at any time.

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British Nationals are eligible to work in this country. Therefore, any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal practice for the School to ask for original qualifications and professional membership documents as detailed within completed application forms.



Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. Where applicable, applicants must be willing to undergo child protection screening including checks with past employers and the Disclosure and Barring Service and online media checks (including personal, professional and other online activities). It is an offence to apply for a role at the school if you know that you are barred from regulated activity with children.

September 2025