



PUTNEY

HIGH SCHOOL

GDST

FIRST LINE IT TECHNICIAN
Information for Applicants



MESSAGE FROM THE HEAD

We are delighted that you are considering joining Putney High School. This is an incredible community in which to teach, work and learn and this role offers an opportunity to play a part in one of the UK's most exciting and successful schools.

Based in Putney, SW London, with a reputation for academic excellence and expert pastoral care, we are a down-to-earth, innovative and unashamedly ambitious school where girls achieve exceptional results and go on to an array of impressive destinations in the UK and abroad.

The wealth of passions our pupils pursue is testament to an education that is intellectually thrilling and fun, and to a dedicated staff body who interest, inspire and support our students to thrive.

We are known for our pioneering initiatives in everything from biophilia and design thinking to the science of learning, and for our leading co-curricular programme. Our superb facilities include a purpose-built Sixth Form Centre, a cutting-edge centre for Science, Music, Drama and Debating and the only girls' school boathouse on a famous stretch of the River Thames.

With a focus on continued professional development, membership of leading organisations and a superb package of personal benefits provided by the GDST, this is an opportunity to join a warm and inclusive organisation which has been a powerful voice in education for over 150 years, and to enjoy the camaraderie of a fantastic group of colleagues.

Thank you for your interest in our school. We hope you will make an application and we very much look forward to meeting you.



Jo Sharrock
Headteacher



THE SCHOOL

Academic with a very modern edge, Putney is a dynamic and down-to-earth school that nurtures bright and imaginative students.

Our unique brand of modern scholarship provides an outstanding education that is bold, broad and above all, relevant. We prepare students for the future by building confident, hopeful young people, with agile, entrepreneurial mindsets, equipping them with skills in everything from design thinking to PPE. Our students go on to become leaders in fields from medicine to politics, architecture to the environment. Curiosity abounds with fun and challenging lessons across an exceptionally rich curriculum and with exciting co-curricular activities to match.

The school is set on a leafy campus in Putney, close to the River Thames. As one of the largest schools of the Girls' Day School Trust (GDST) we have been leading the way in girls' education since 1893 and today provide a happy and progressive environment in which over 1000 pupils aged between 4 and 18 years old can flourish.

We are consistently ranked among the top performing schools both in London and the UK and are known for producing young people who are ambitious, rounded and responsible. They pursue their interests with passion and humour while building the skills, self-awareness and confidence to throw open doors and make their mark in the world.

OUR VALUES

At Putney High School we are:

INNOVATIVE - Forward-thinking in our approach to teaching and learning, ours is a culture that is modern, relevant and inspires the idea-makers of the future.

INCLUSIVE - We offer a holistic education that focusses on the individual and is outward looking - encouraging integrity, compassion, respect and social responsibility.

INTREPID - Interested and interesting, we are unafraid to stretch our wings and to blaze trails, curious to explore and to challenge limits.

INTELLECTUAL - Scholarly in our approach to learning, we are creative in our thinking and bold in our ambitions.



THE DEPARTMENT

THE IT DEPARTMENT

The IT Department plays a vital role in supporting a technology-driven learning environment across both the Junior and Senior Schools. Based in the Senior School ICT Office, the team consists of the IT Operations Manager and four IT Technicians, who manage their tasks independently via the service desk while working closely together through collaboration, discussion, and knowledge sharing. The team is also actively involved in project work, contributing to the planning and delivery of new IT initiatives that enhance teaching, learning, and school operations.

The 1st Line IT Technician is the first point of contact for all IT support requests, responsible for prioritising issues and providing initial troubleshooting across a wide range of services. Excellent verbal and written communication skills are essential, as the role involves regular interaction with staff, pupils, and third-party providers. The position also includes assisting with school events and supporting AV set-up and operations.

The school serves approximately 1,200 users and operates over 500 computers running Windows 11, alongside around 1,000 iPads and a BYOD option for Sixth Form students. The infrastructure includes a Hyper-V virtualised server environment, enterprise-grade Wi-Fi across the school, and high-speed fibre connectivity to support access to cloud-based learning platforms and digital resources.

Classrooms and Event spaces are equipped with interactive/non interactive displays and AV systems to enhance engagement and support varied teaching styles. Staff and students benefit from cloud storage, Microsoft 365 tools, and managed systems that ensure reliable device performance and streamlined software deployment. Cybersecurity, filtering, and monitoring measures are in place to uphold safeguarding and data protection standards.

The IT environment also supports school operations through systems such as CCTV, access control, and VoIP telephony, helping maintain a secure and connected site.

Accountable to:

IT Operations Manager

Salary:

GDST Support Staff pay scale, Grade 2 (£28,587 - £30,285 per annum). Actual salary: £22,869 - £24,228 per annum, dependent on experience

Contract:

Permanent

Hours:

Part time (28.6 hours or 4 days per week), all year round

Starting:

As soon as satisfactory vetting checks are completed



THE PERSON

The successful candidate will have the following key skills and attributes:

Skills Required

- Attention to detail
- Excellent communicator
- Customer focused
- Excellent oral and written communication skills
- Analysis skills
- Methodical troubleshooting skills
- Team player
- Self-motivated
- Strong problem-solving skills
- A keen interest in staying updated on industry trends

Knowledge Base

- Experience of Microsoft desktop and server operating systems
- An understanding of IT systems and their application in business
- Knowledge of school MIS (Desirable)

Qualifications/Attainment

- A-level qualifications or equivalent
- ITIL foundation certificate (Desirable)
- Degree level qualification or equivalent (Desirable)

Experience

- Familiarity with basic networking concepts.
- Windows 10/11
- Office 365
- iOS / iPadOS / MacOS
- ChromeOS
- Google Apps
- Server 2008/2012/2016 (Desirable)
- OSX (Desirable)
- Active Directory (Desirable)
- Group Policy (Desirable)
- Experience in MDM solutions (Desirable)
- Experience in managing Apple School Manager (Desirable)
- Helpdesk experience (Desirable)

Attitude/Approach

- Able to work on own initiative
- Able to deal with pressurised situations in a calm and caring way
- Ability to search for solutions in a logical way to often complex scenarios
- Eagerness to learn and adapt to new technologies
- Strong attention to detail and organisational skills
- Customer-oriented approach to providing IT support



JOB DESCRIPTION

RESPONSIBILITIES

A fast-paced technical support role in a friendly, progressive environment filled with opportunities to learn and develop.

Key Responsibilities:

- Provide technical guidance and support to all staff and students.
- Provide technical support for school events.
- Assist with installing new and upgraded IT systems.
- Resolve IT incidents in a structured way using a service desk tool.
- Work with third-party suppliers to ensure smooth service delivery and incident resolution.
- Escalate issues when appropriate and work with the Trust office IT team to achieve resolutions.
- Proactively monitor and maintain IT systems to ensure consistent service delivery and compliance with Trust policies and requirements.
- Create and maintain documentation for school IT systems.
- Help to develop procedures to ensure the smooth running of IT systems.
- Ensure local school policies and procedures are followed to maintain fully operational, robust, and secure IT systems.
- Work flexibly as required in support of the duties of the role.
- Manage IT problems to resolution.

- Support the deployment of school systems as required.
- Document the setup and configuration of all school IT systems and ensure operating procedures are in place.
- Ensure robust data backup systems are in place and undertake periodic testing.
- Assist with the selection, testing, and acquisition of computer hardware, software, and third-party application packages.
- Ensure GDST policies are implemented, and systems are in place to monitor and manage compliance.
- Produce and maintain guides and how-to documentation for end users.
- Ensure the helpdesk system is kept up to date by responding to support tickets, managing communication with end users, and overseeing each task to resolution.
- Assist with IT projects as directed by the IT Operations Manager.

Decisions made in the course of the job:

- When to escalate service issues to other members of the IT Department
- Problem solving technical issues quickly, identifying root causes and implementing effective short-term workarounds and long-term solutions.



JOB DESCRIPTION

RESPONSIBILITIES

All school staff are expected to:

- Work towards and support the school vision and the current school objectives outlined in the School Development Plan.
- Contribute to the school's programme of extra-curricular activities.
- Support and contribute to the school's responsibility for safeguarding students.
- Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors.
- Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive and courteous relations with students, parents and colleagues.
- Engage actively in the performance review process.
- Adhere to policies as set out in the GDST Council Regulations, Notes of Guidance and GDST circulars.
- Undertake other reasonable duties related to the job purpose required from time to time.





WORKING FOR THE GDST

The school is part of the Girls Day School Trust, the UK's leading network of 26 girls' schools. As a member of the GDST, the largest network of its kind, Putney is able to share resources to offer students an education like no-other, and to connect staff within a supportive framework of like-minded educationalists.

As part of the GDST we can offer a variety of benefits:

- Competitive salaries and pay progression
- Competitive terms and conditions of employment
- Generous pension scheme
- Free life assurance benefit
- A discount of up to 50% on fees for children at GDST schools
- Access to extensive professional development opportunities
- Training grants for qualifications
- Interest free loans for training, computer purchase loans and season ticket loans
- A Cycle to Work scheme
- Retail and lifestyle discounts
- Financial guidance and support
- 24/7 Employee Assistance Programme



HOW TO APPLY

Within your application form, please complete a detailed personal statement (section 5) instead of a covering letter.

Please review the Job Description and ensure you highlight how your skills and experience meet these expectations.

All application forms should be completed electronically.

NB. CVs are not accepted at the application stage.

Closing Date: Friday 01st August 2025 at 9am.

Interviews will take place: Week commencing 11th August 2025.

Any candidate wishing to seek additional information should contact:

Email: recruitment@put.gdst.net

Tel: +44 (0)20 8788 4886

Candidates who are invited to interview will be required to bring original identification documents (e.g. passport) and if applicable proof of eligibility to work/reside in the UK as well as documents confirming educational and professional qualifications. A confirmation of your address within the last three months is also required.

Putney High School and the GDST are committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

At Putney High School, we embrace and celebrate difference. We are proud to be an equal opportunity employer and do not discriminate against any employee or applicant based on their age, disability, gender, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. To ensure this, all positions are subject to blind shortlisting.