St Dunstan's EDUCATION GROUP

IT Project Engineer

Application closes: Monday 30 July 2025
Required From: ASAP
Interviews: Wednesday 6 August 2025

Welcome to St Dunstan's Education Group

St Dunstan's Education Group is a growing group of coeducational schools serving approximately 1500 children aged 2 – 18, based in the vibrancy and diversity of south-east London. Remaining true to the founding principle of St Dunstan's College that the school should be 'ahead of the current time', St Dunstan's today is known to offer an ambitious and forward-thinking education that trailblazes in the Sector by thinking differently about how young people are educated for an uncertain future.

St Dunstan's is a thriving educational community. St Dunstan's College was named Coeducational School of the Year in 2020, Senior School of the Year 2022 and Most Progressive School in London in 2023. In the summer of 2024, it was one of the 50 best performing independent schools in the UK for our A Level and GCSE results and was in the top 100 schools in the UK as listed in the Times Parent Power league table. In 2023 Rosemead became one of the first prep schools in the UK to receive a significant strength from the Independent Schools Inspectorate and later that year St Dunstan's College became the one of the very first schools to receive two significant strengths for its role in EEDI and the progressive nature of the curriculum. In 2024, Rosemead won the prestigious ISA award for Equality, Diversity and Inclusion.

Responding both to significant growth in market share and the political and economic headwinds within the sector, St Dunstan's is committed to a strategy of growth and diversification of income. The College has undertaken a radical development of its estate to expand its pupil roll, firstly through the acquisition of the Jubilee Ground, a 15 acre site for community and sporting activity, just minutes from the school, and then through a 30 million pound building programme, including the development of a new STEM Centre, Junior School, Sixth Form Centre and Performing Arts Hub. An ambitious and creative masterplan for the development of our site has now been finalised and will underpin the rolling programme of works planned for the next 10 years, including our ambitions to be a carbon-zero charity. The decision to evolve into a larger educational group began with the merger with Rosemead Prep School, Dulwich, in 2023, with this presenting many new opportunities for staff and pupils, and it is set to grow further in the next 12 months.

Many of the decisions that St Dunstan's has taken in recent years have been trailblazing for the Sector. St Dunstan's College was one of the first schools in the country to introduce a Centre of Wellbeing, to cater for pupil mental and physical health. We introduced a gender-neutral sporting programme, recently culminating in signing a partnership with Chelsea football club. Our Additional curriculum, of our own design, deliberately seeks to educate young people in the life skills they will require for the future – our work undertaken on toxic masculinity, pornography and race have all been widely covered by the national and educational press. Underpinning our entire educational narrative is a commitment to a renaissance education – a broad, balanced and liberal education that helps young people develop the toolkit they will require to thrive in the future.

The diversity of our south-east London location is perhaps our biggest asset, allowing us to cultivate an environment that nurtures individuality. As one of the most socio-economically and culturally diverse areas in the UK, ours is a school that actively shuns entitlement and arrogance and rather develops well-rounded, grounded young men and women who have the soft skills to thrive in tomorrow's world.

We attempt to define the St Dunstan's Difference as follows:

- Trailblazing a forward-thinking independent education since 1888
- Promoting high achievement without arrogance
- Championing individuality, diversity and equality – albam exorna!
- Developing values through a broad and liberal education supporting wellbeing as central to success
- Growing ambitious and imaginative partnerships
- Providing life-enriching opportunities to our local community infusing social conscience and ethical thinking

Working for St Dunstan's

We seek to be the employer of choice in the Sector, with staff wanting to work at St Dunstan's as a consequence of its clarity of purpose and vision, our unique identity and reputation, and a sincere commitment to staff development, creativity and voice, wellbeing, diversity and equality, and a culture of trust and transparency. Some of the benefits* of working for us include:

- Tuition fee remission and no registration fees
- Private Health Care Insurance (50% paid by employer) with reduced health club membership
- Health care 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

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Our Commitment to Safeguarding Children

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers, checks relating to prohibitions, sanctions and restrictions on teaching and the Disclosure and Barring Service (DBS) with children's barred list check. The School will carry out online searches on shortlisted applicants and all applicants will be required to provide details of their online profile, including social media accounts, as part of their application. The safeguarding responsibilities of the post include promoting and safeguarding the welfare of children and young persons for whom they are responsible for or with whom they come into contact with. All staff are required to adhere to and ensure compliance with the School's safeguarding and child protection policies and procedures at all times and to complete appropriate training.

In the course of carrying out their duties the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns to the School's Safeguarding Lead, or in relation to concerns regarding a member of staff, the Head.

The post is exempt from the Rehabilitation of Offenders Act 1974. The School is therefore permitted to ask job applicants to declare all convictions and cautions on a self-declaration form in advance of attending an interview (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

Further information and copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the People Operations team.

THE ROLE

This role provides second-line IT support across St Dunstan's Education Group ('the Group'), ensuring staff and pupils receive timely, effective assistance with hardware, software, and digital services. The role will act as a key point of contact for more complex technical queries, supporting users via the service desk, phone, and face-to-face interactions. They will also contribute to system monitoring, maintenance, installations, and user training, helping to ensure the smooth and secure operation of IT services across the Group.

In addition to day-to-day support, the role involves leading and implementing a range of IT improvement projects. These may include hardware upgrades, software deployments, infrastructure enhancements, or the introduction of new digital tools. Working closely with colleagues, stakeholders, and third-party suppliers, the postholder will plan and deliver projects to agreed specifications, ensuring technical excellence and a positive user experience. This is a hands-on, varied role that combines technical skill, customer service, and project coordination in a dynamic environment.

The Group's digital estate spans multiple sites and consists of approximately 2000 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 services, telephony, CCTV, door access, classroom tech, as well as several other services.

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The IT/Digital Services Department comprises the Digital Services Director, Digital Services Coordinator, and IT Technicians. The Department supports the St Dunstan's Education Group which comprises:

- Administration
- Admissions
- Commercial Enterprise
- Development and Fundraising
- Finance
- Health and Safety
- People Operations
- IT Services
- Marketing
- Eatates
- SEND, Pastoral and Medical Support
- Teaching, Learning and Futures Support

The Package

Salary   £36,718 S4 (September 2024 pay scale)

Pension   ISPS DC

JOB DESCRIPTION
Responsible to: Digital Services Co-Ordinator

Second Line Support

- To log all jobs on the IT/Digital Service's service desk. This includes emails, phone calls, and walk-ins.
- To provide prioritised, 2nd line support via the service desk, telephone and face-to-face.
- 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 and maintenance of system performance.
- Diagnose and resolve software and hardware faults across a wide range of platforms and devices.
- 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 Digital Services Coordinator.
- 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.

Project Management

- Lead on a range of short and medium-term projects and upgrades to improve the Goup's IT provision, ensuring that work is planned, implemented, and delivered on time, within budget, and to specification.

This will include:

1. Managing all stages of assigned projects, from initial scoping and feasibility to testing and post-implementation support.
2. Collaborating with stakeholders (e.g., departments, professional services staff, consultants) to define project requirements and ensure user needs are met.

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3. Produce and maintain documentation including project timelines, risk registers, asset registers, configuration records and implementation plans.
4. Coordinate with the wider Digital Services team to allocate resources and ensure continuity of day-to-day support during project work.
5. Monitor progress against milestones and report project status to the Digital Services Coordinator and Director of Digital Services, identifying issues and proposing solutions.
6. Conducting post-project reviews to evaluate outcomes, gather user feedback, and identify areas for future improvement.

Examples of potential projects include:

1. Rolling out hardware refresh programmes across departments or year groups.
2. Implementing new software solutions.
3. Coordinating upgrades to core infrastructure such as Wi-Fi, printers, or AV equipment.
4. Assisting in migration projects (e.g. on-premise to cloud-based services).
5. Trialling and deploying new technologies to enhance teaching and learning or streamline administrative tasks.

- To deputise for the Digital Services Coordinator in their absence, including attending meetings in their absence and providing guidance to other members of the team.
- To undertake available training opportunities and demonstrate a commitment to continuous development.

PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Qualifications and Training		
Educated to degree level or hold relevant job qualifications		X
Have at least 3 years of experience in an IT support role, preferably second line	X	
Proven experience of leading or coordinating IT projects, such as hardware rollouts, software deployments, or infrastructure upgrades, including planning, delivery, and evaluation	X	
System Experience		
Experience using Microsoft end-user products and advising others	X	
Experience using Microsoft Cloud services in an administrator capacity (Intune, Entra ID, Exchange, SharePoint, Teams)	X	
Experience of Apple and Google products and systems (Google Admin, Jamf)		X

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PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Experience of working in an educational or charity environment		X
Experience using GUI based networking equipment (Meraki, Ubiquiti)		X
Skills and Knowledge		
Knowledge networking concepts (VLANs, switching, routing, WiFi)	X	
Knowledge of Active Directory, DNS and DHCP	X	
Knowledge of Server virtualisation (Hyper-V)		X
Customer Service experience (environment / first & second line support)	X	
Experience using a helpdesk/service desk product		X
Experience in delivering projects following specifications		X

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PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Familiarity with project management tools or methodologies (e.g. Trello, Asana, PRINCE2, Agile) to support structured delivery of projects.		X
Personal Qualities		
Organised, proactive and eager to learn new technologies	X	
Ability to work flexibly and efficiently	X	
Committed to the safeguarding of students and staff	X	
Ability to explain technical matters to non-technical users	X	
Strong communication skills, with the ability to manage multiple tasks and priorities, engage with stakeholders, and produce clear project documentation.	X	

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SERVITE·ET·ULTIMA·PETITE

ROSEMEAD
PREPARATORY
SCHOOL & NURSERY
DULWICH

ALBAM EXORNA

St Dunstan's
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