



Mill Hill  
EDUCATION GROUP

# 1<sup>st</sup> and 2<sup>nd</sup> Line IT Support

Candidate Information Pack

Instilling values, inspiring minds

# INTRODUCTION

We are currently seeking 2 IT Support Technicians who will provide 1st and 2nd line support for Servers, Network, Computing and AV.

You will work alongside the Data and Project Team to provide bespoke application support and deliver tasks for projects on time.

Closing date for applications: 9:00am on Friday 29 August 2025

The School reserves the right to interview candidates ahead of the closing date and applications will be considered as they are received.

## Key facts about the role:

### Contract Type

FULL TIME,  
40 HOURS A WEEK

### Reporting to

IT SUPPORT MANAGER

### Benefits

PENSION  
ON SITE GYM  
FREE PARKING

### Salary

£25,000-£30,000  
(DEPENDING ON  
EXPERIENCE)

### Holiday

25 DAYS HOLIDAY

### Location

MILL HILL SCHOOL

# Mill Hill Education Group

A charitable collection of independent schools. Its aims of instilling values and inspiring minds has been a key focus since the founding of Mill Hill School in 1807. All schools share an educational philosophy around developing thoughtful and responsible pupils with a global outlook. School life combines academic rigour with a breadth of opportunities to develop young people able to flourish in an ever-changing world.



# Job Description

## Main Duties and Responsibilities

- Provide 1st and 2nd Line of Support for Computing and AV estate
- Provide 2nd Line of Support for the Server and the Network Infrastructure
- Manage incidents and problem tickets within SLA's
- Manage information security incidents within SLA's
- Supporting the teaching, operation teams and the pupils across The Foundation
- Engage with the estate team in rolling out new systems
- Ensure all system are available, up to date and secure
- Ensure all system are patched and maintained appropriately and within the Information Security framework
- Document learning and sharing those with the IT Support Team
- Drive automation of repeated processes
- Manage the telephony systems
- Maintain the asset and inventory register
- General IT Support as required
- Perform any other duties as requested by the IT Director as commensurate with the post

## General

- Ensure compliance of all IT processes and procedures
- Appreciate and support the role of other professionals, and establish constructive relationships and communicate with other organisations and individuals as required
- Participate in training and development activities and programmes
- Comply with, and assist with the development of policies and procedures, and report all concerns to an appropriate person, in respect of:
  - » Child protection / Safeguarding
  - » Health and Safety, and security
  - » Confidentiality
  - » Data protection

*This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification at any time after consultation with the post holder.*

# Personal Specification

- Excellent interpersonal skills with the ability to build effective relationships both internally and externally
- Professional attitude and desire to answer customer inquiries and resolve issues with patience and understanding, must be service oriented
- Ability to analyse a problem, direct appropriate course of action, and escalate when necessary
- Experience in Microsoft environment, Office 365 and MS teams, InTune/MDM, Azure AD and Microsoft Servers
- Experience in Virtual Servers Administration, Management and Operation
- Experience in system deployment, imaging, system preparation
- Experience and knowledge in using the google suite
- Solid experience of networking and switching
- Experienced in telephony systems
- Experienced in computer scripting, such as PowerShell
- Knowledge/understanding of ITIL V3 foundation
- Experience of using ticketing system
- Experience in problem identification and solving
- Experience with information and log interrogation
- Worked in an education background is a bonus

# Why Join Us

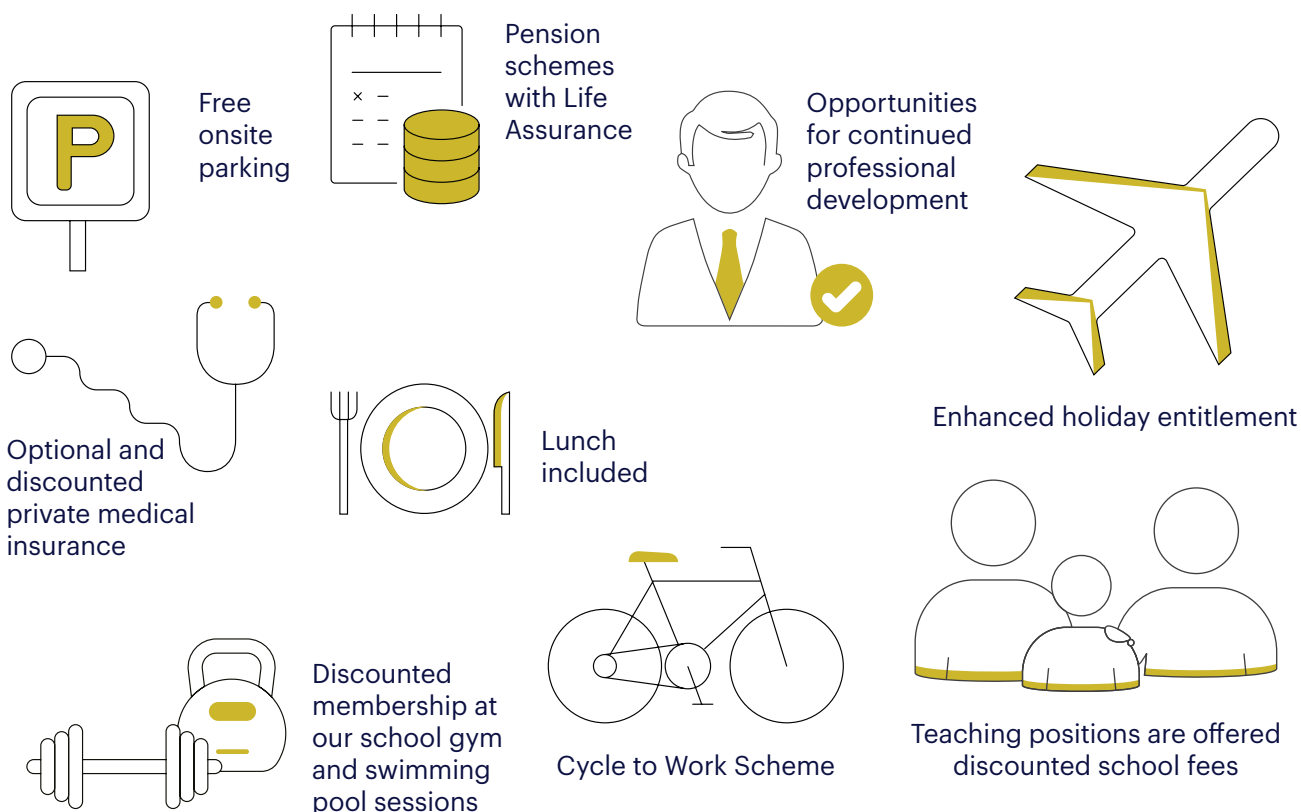
## Why work for the Mill Hill Education Group?

- Join a growing collection of independent schools, based in London and surrounding areas
- Teach in a stimulating academic environment and be a part of numerous activities outside the classroom, fostering both learning and personal growth
- Share the passion and commitment to develop every pupil. Our friendly and supportive community plays a crucial role in this process
- Instil a lasting love for learning whilst balancing this with a readiness to embrace change, preparing pupils for life, both now and in the future
- Work alongside hard working, inspirational and enthusiastic team members across all our schools

The Mill Hill Education Group is committed to safeguarding the welfare of children. As part of our Recruitment Checks, the appointed candidate will be subject to a Social Media and Enhanced DBS Check.

## Added benefits

We not only offer inspirational learning environments for pupils but great places to work for our staff. In addition to working in our beautiful school settings we also offer a range of benefits:



# How To Apply

1

If you would like to apply for this role, please complete an application using the Apply button below.

**APPLY**

2

Our Guidance Notes for Applicants can also be found on the portal. Please complete the application by **9.00am Friday 29 August 2025.**

Please note that we are unable to accept applications unless they are made on our own application form. Due to the large number of applications the School receives, please be aware that only shortlisted candidates will be contacted to be invited for an interview.

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The Education Group apply for an Enhanced Disclosure from the Disclosure and Barring Service (DBS) for all positions at the schools which amount to regulated activity. The role you are applying for meets the legal definition of regulated activity with children.

If you are successful in your application you will be required to complete a DBS Disclosure Application Form. Employment with the schools is conditional upon the schools being satisfied with the result of the Enhanced DBS Disclosure. Any criminal records information that is disclosed to the schools will be handled in accordance with any guidance and/or code of practice published by the DBS. It is an offence for person barred from working with children to apply for this post.

The Mill Hill Education Group is committed to Equal Opportunities and welcomes applications from all sections of the community.



# Instilling values, inspiring minds.



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EDUCATION GROUP

The Mill Hill Education Group is the brand name for The Mill Hill School Foundation.  
Registered in England: number 3404450  
Registered office: Walker House, Millers Close, The Ridgeway, Mill Hill, London NW7 1AQ  
Registered charity number: 1064758.

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