



IT Support Technician (Lower School)

CANDIDATE INFORMATION PACK

Telephone: 01206 572544 Email: careers@stmaryscolchester.org.uk

Website: www.stmaryscolchester.org.uk/vacancies

Dear Applicants,

Thank you for your interest in St Mary's School.

Founded in 1908 by the Billson sisters, St Mary's has been educating girls from Colchester and the surrounding area for well over a century. As we approach our 120th anniversary in 2028, we are proud of our heritage and ambitious for the next phase of the school's development.

From its earliest days, St Mary's has been shaped by a bold conviction: that girls deserve an education rooted in scholarship, confidence and character. That founding vision remains central to who we are today. Our task now is to honour that inheritance while sharpening our distinctiveness as an academically ambitious school, where curiosity, high expectations and a love of learning matter deeply.

Since joining St Mary's, I have been struck by the strength of the community: the professionalism of staff, the quality of relationships and the genuine care shown to every girl. These are powerful foundations on which to build. Our aspiration is straightforward but demanding: to be a school known equally for warmth and scholarship; a place where pastoral care and academic ambition are not competing ideas, but mutually reinforcing strengths.

We are ambitious for our pupils and for our staff. At St Mary's, we are committed to providing a rigorous and engaging education, alongside strong pastoral care and a breadth of opportunity that enables every girl to thrive. We believe girls flourish when academic challenge is ambitious, joyful and unapologetically serious. Central to this is our belief that excellent teaching, rich challenge and strong relationships transform outcomes. We want pupils to think deeply, grow in confidence and character, and leave us not only with strong outcomes, but with curiosity, courage and a lifelong love of learning.

For colleagues, this creates a rare professional opportunity. We are looking for people who care deeply about scholarship and the craft of teaching; colleagues who share our ambition, are committed to their own professional growth, and want to contribute to a collaborative culture shaped by innovation, collegiality and high standards. This is an important and exciting moment to join the school. We are entering a significant phase of development and, for the right candidate, this is not simply an opportunity to take up a post, but to help shape an important chapter in the life of a distinctive girls' school.

There is much here to value, and much to build. If that sense of purpose resonates with you, I hope you will consider joining us.

With best wishes,

Lee Daniel Faith
Principal

The school

Founded in 1908 by the Billson sisters, St Mary's is a distinctive independent school in Colchester with a proud tradition of educating and empowering girls. Our vision is to empower girls to thrive at school and beyond.

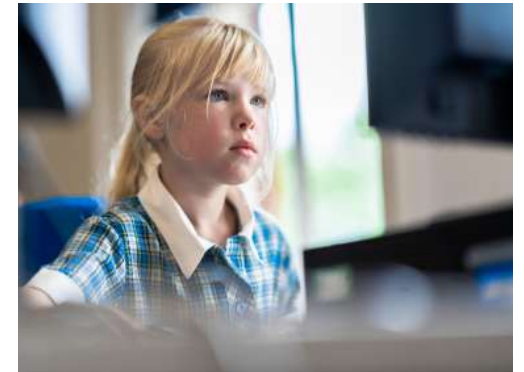
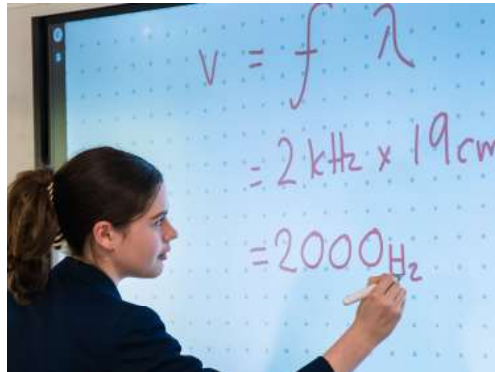
We provide an education built upon three mutually reinforcing foundations: academic ambition; exceptional pastoral care; and rich co-curricular and holistic development. At the centre of each is the individual pupil. We want every girl to be known, understood and supported, while also being challenged to think deeply, aim high and develop confidence in her own abilities.

Small classes, strong relationships and a highly committed staff enable us to respond thoughtfully to the needs and potential of each pupil. Recognised by The Sunday Times as the 12th highest-performing preparatory school in England, our Lower School has an established record of academic success. Senior School pupils consistently achieve strong GCSE outcomes across a broad range of academic, creative and vocational subjects. Throughout the School, we seek to nurture curiosity, intellectual rigour and a genuine love of learning.

We also believe that an excellent education extends well beyond examination results. Pupils benefit from an extensive programme of clubs, enrichment, music, drama, sport, visits and international experiences. Through leadership opportunities, pupil voice, community engagement and charitable activity, they develop the courage, integrity and kindness needed to make a positive contribution to the world around them.

Our pastoral culture is a defining strength. Pupils flourish when they feel secure, valued and confident enough to challenge themselves. We therefore combine high expectations with thoughtful support, creating an environment in which girls can grow academically, socially and personally.

As St Mary's approaches its 120th anniversary in 2028, we are ambitious for the next chapter of the School's development. We are strengthening our academic distinctiveness while preserving the warmth, breadth and individual care that make the School special.



Job description

Job title:	IT Support Technician
Reporting to:	IT & Digital Services Manager
Primary base:	Lower School, with whole-school working as required
Hours:	30 hours per week, year-round (0.75 FTE)
Salary:	£30,000 - £33,000 (full-time equivalent) based on experience

Role Purpose

The IT Support Technician will provide responsive, reliable and customer-focused technical support, with particular responsibility for the day-to-day IT needs of the Lower School.

Working under the direction of the IT & Digital Services Manager, the postholder will provide first-line and appropriate second-line technical support to staff and pupils, manage and resolve support requests, maintain devices and associated technology, and help ensure that digital systems operate reliably, securely and effectively.

The postholder will support the School's digital environment across both sites, including classroom technology, Windows and Apple devices, Microsoft 365, mobile device management and associated IT systems. They will contribute to the effective use of technology for teaching, learning and organisational purposes while maintaining high standards of customer service, safeguarding, data protection and cybersecurity.

Although primarily based at the Lower School, the postholder will work as part of the whole-school IT function and contribute to wider digital projects and priorities as required.

Key Responsibilities

Service Desk and User Support

- Provide timely first-line and appropriate second-line technical support to staff and pupils, with particular responsibility for the Lower School.
- Act as a visible, approachable and customer-focused point of contact for IT support.
- Ensure all support requests, including those raised in person, are recorded through the School's agreed helpdesk/ticketing system and tracked through to resolution or formal escalation.
- Triage and prioritise requests according to impact and urgency, giving appropriate priority to safeguarding, teaching and learning, examinations, core systems and business-critical services.
- Diagnose and resolve routine hardware, software, connectivity, printing, audio-visual, account and user-access issues.
- Provide support for:
 - Windows devices;
 - Apple iPads;
 - Microsoft 365 applications;
 - printers and multifunction devices;
 - interactive displays and classroom technology;
 - audio-visual equipment;
 - IP telephony and associated equipment, where applicable.
- Escalate complex, high-risk or unresolved issues promptly to the IT & Digital Services Manager, relevant external provider or other authorised colleague.
- Keep users appropriately informed about progress, dependencies and resolution, and confirm closure where required.
- Identify recurring issues and patterns and flag opportunities for root-cause resolution, user guidance, training or replacement investment.

Devices, Hardware and Software

- Configure, deploy, maintain and troubleshoot School-owned laptops, desktops, tablets, printers, interactive displays and associated peripherals.
- Prepare and deploy devices for new staff and pupils.
- Support the secure collection, reset, reconfiguration and reallocation of devices when users leave or equipment is replaced.
- Support the installation, configuration and updating of approved software and applications in accordance with School procedures and delegated permissions.
- Undertake proportionate routine checks of classroom and shared-area technology to reduce avoidable disruption to teaching and learning.
- Diagnose hardware faults and arrange appropriate repair, replacement or warranty support.
- Record faults, damage, warranty issues and replacement requirements accurately and escalate them appropriately.
- Support annual device refresh, replacement and rollout programmes.

Device and Endpoint Management

- Support the enrolment, configuration and ongoing management of School-owned devices through the School's approved device-management platforms.
- Support the day-to-day management of Apple devices through Jamf School and/or Jamf Pro, within delegated permissions.
- Support Microsoft Intune-managed devices and associated endpoint configuration.
- Support Apple School Manager and Windows Autopilot processes where required.
- Troubleshoot device-enrolment, configuration and mobile-device-management issues.
- Assist with the secure provisioning and deployment of devices in accordance with School standards.
- Support the maintenance of accurate device inventories and lifecycle records.
- Escalate issues requiring changes to core device-management policies or privileged configuration to the IT & Digital Services Manager.

Microsoft 365, Accounts and Access

- Assist with the creation, maintenance and closure of user accounts in accordance with authorised procedures and the principle of least privilege.
- Support staff and pupils with access to Microsoft 365 and other approved School systems and digital platforms.
- Assist with routine Microsoft 365 administration within delegated permissions, including:
 - user accounts;
 - groups;
 - licences;
 - password and access support.
- Apply permissions and access arrangements only within delegated authority and maintain appropriate records.
- Support staff and pupils in using Microsoft 365 and approved digital systems effectively.
- Escalate suspected compromised accounts, inappropriate access, data-security concerns or other security incidents immediately.

Network and Infrastructure Support

- Under the direction of the IT & Digital Services Manager, undertake routine troubleshooting of wired and wireless connectivity and networked devices.
- Assist with the monitoring, routine maintenance, installation and replacement of approved IT infrastructure and equipment.
- Support troubleshooting relating to:
 - wired networks;
 - wireless networks;
 - internet connectivity;
 - network switches;
 - networked devices;
 - other infrastructure within the scope of the role.
- Assist with routine system checks and preventative maintenance.

- Support authorised external suppliers and contractors undertaking technical work.
- Maintain accurate technical and configuration documentation within the scope of the role.
- Assist with infrastructure upgrades and improvement projects as directed.
- Escalate significant outages, infrastructure faults, cybersecurity concerns or risks to business continuity promptly.
- Support routine checks of backup and resilience arrangements where required and within delegated responsibilities.
- Do not make material changes to core infrastructure, security configuration or privileged-access arrangements without appropriate authorisation.

Cybersecurity, Safeguarding and Data Protection

- Work in accordance with the School's safeguarding, cybersecurity, data-protection, acceptable-use, filtering and monitoring requirements.
- Follow agreed procedures for account security, passwords, device configuration, security updates, access control and the handling of sensitive information.
- Support the implementation of authorised security updates, endpoint controls, patching and other security measures under the direction of the IT & Digital Services Manager.
- Assist with technical activities relating to filtering and monitoring where appropriately authorised, working with relevant safeguarding leads.
- Report suspected cybersecurity incidents, data breaches, safeguarding concerns or inappropriate technology use immediately through the correct escalation route.
- Maintain confidentiality and exercise professional integrity when accessing systems containing pupil, staff or School information.
- Support the School's cybersecurity compliance requirements, including Cyber Essentials and Cyber Essentials Plus activity where appropriate to the role.
- Promote secure and responsible use of technology through day-to-day interactions with staff and pupils.

Lower School Operational Support

- Maintain a visible, accessible and service-oriented IT presence at the Lower School.
- Develop a strong understanding of the Lower School's operational, curriculum and classroom technology requirements.
- Build effective professional relationships with teaching, academic support and operational colleagues.
- Provide practical technical support for teaching, learning, meetings, events and other significant Lower School activities where reasonably required.
- Undertake routine checks of key classroom and shared technology to minimise avoidable disruption.
- Identify recurring or emerging technology needs at the Lower School and report them through the appropriate management structure.
- Work flexibly across both School sites when required.

Training and User Confidence

- Provide clear, patient and practical guidance to colleagues and pupils in the effective use of approved School technology.
- Assist with the induction of new staff in relation to core systems, devices, support routes and basic cybersecurity expectations.
- Explain technical issues clearly to non-technical users and help users develop confidence in using School systems.
- Identify common support issues which may indicate a need for additional guidance or training.
- Contribute to concise, accessible user guides, FAQs and self-service materials designed to reduce avoidable support demand.

Asset Management and Documentation

- Maintain accurate records of IT assets allocated to the Lower School and contribute to whole-school hardware, software and licensing records.
- Record equipment location, allocation, condition and lifecycle information accurately.
- Support stock control for peripherals, consumables and replacement equipment.
- Maintain accurate records of work undertaken through the helpdesk system.
- Record repairs, warranties, replacements and equipment disposal appropriately.
- Contribute to technical documentation needed for continuity of service and disaster recovery.
- Ensure documentation is maintained in accordance with School procedures.

Whole-School Digital Development

- Contribute positively to the School's digital strategy and agreed improvement priorities within the scope of the role.
- Work collaboratively with the IT & Digital Services Manager and other relevant colleagues on agreed digital projects.
- Support the testing, implementation and evaluation of new systems and technologies where required.
- Provide practical operational feedback on proposed digital changes, particularly where they affect the Lower School.
- Help ensure that agreed digital developments are implemented consistently and effectively across both School sites.

Professional Responsibilities

- Prioritise workload effectively and exercise sound judgement about what can be resolved independently and what requires escalation.
- Work within agreed procedures, delegated authority and School policies.
- Communicate clearly, courteously and professionally with pupils, colleagues, parents where appropriate, suppliers and contractors.
- Maintain a high standard of customer service and professional conduct.
- Work collaboratively across the School and contribute flexibly during periods of increased demand.

- Undertake relevant training and continuing professional development to maintain appropriate technical knowledge.
- Maintain awareness of relevant developments in educational technology and IT support practice.
- Carry out other reasonable duties consistent with the level and purpose of the role.

Performance Expectations

Performance will be assessed against agreed service standards and objectives, taking account of ticket complexity, dependencies, user impact and quality of resolution.

Key measures are likely to include:

- timely and accurate recording, prioritisation and progression of support requests;
- appropriate response and resolution against agreed service standards;
- effective communication with users, particularly where resolution is not immediate;
- accurate and up-to-date asset and technical records;
- completion of delegated device, patching and maintenance tasks;
- prompt and appropriate escalation of safeguarding, cybersecurity and business-critical incidents;
- identification and reporting of recurring technical issues;
- positive feedback from staff and pupils regarding the quality and professionalism of IT support.

Detailed service levels and KPIs will be agreed by the IT & Digital Services Manager following review of baseline helpdesk demand and operational requirements.

Safeguarding and Safer Recruitment

St Mary's is committed to safeguarding and promoting the welfare of children and young people. The postholder must share this commitment and comply fully with the School's safeguarding policies, procedures, safer-working practices and statutory requirements.

Appointment will be subject to the School's safer-recruitment procedures and the checks appropriate to the role.

Because the role may involve privileged access to systems containing sensitive pupil, staff and School information, the postholder must exercise the highest standards of integrity, confidentiality, data security and professional judgement.

General

This job description describes the principal responsibilities of the role. It is not exhaustive and may be reasonably amended, following appropriate consultation, to reflect the developing needs of the School.

The postholder will be expected to support the wider life and ethos of St Mary's and to undertake reasonable duties commensurate with the nature and level of the post.

Person specification

The successful candidate will demonstrate many, if not all, of the following qualities, skills and experiences. Essential criteria are those required for appointment; desirable criteria indicate areas of additional strength.

(E) = Essential

(D) = Desirable

Qualifications and Training

- Good general standard of education, including English and Mathematics
- Demonstrable relevant IT knowledge and competence
- Willingness to undertake role-relevant training
- Relevant Level 3 or higher IT qualification
- Microsoft, Apple or Jamf certification
- ITIL Foundation or equivalent service-management training
- Relevant cybersecurity training or certification

Technical Experience

- Practical experience supporting Windows-based devices and common desktop applications
- Ability to diagnose and resolve routine hardware, software, account and connectivity issues
- Experience supporting mobile/tablet devices
- Experience in an education environment
- Microsoft 365 administration/support
- Entra ID/Active Directory
- Intune or other device-management systems
- Jamf
- Apple School Manager
- Windows Autopilot
- Networking/Wi-Fi troubleshooting
- Audio-visual/classroom technology
- IP telephony



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Service Desk

- Experience of prioritising competing requests (E)
- Maintaining accurate records and communicating clearly with users through to resolution (E)
- Experience using a formal helpdesk/ticketing platform and working to defined service levels (D)

Device and Endpoint Management

- Experience supporting device deployment, configuration, troubleshooting and lifecycle management (E)
- Experience with Jamf School/Jamf Pro, Microsoft Intune, Apple School Manager and/or Windows Autopilot (D)

Security and Data Protection

- Sound awareness of cybersecurity, confidentiality and data-protection principles (E)
- Understanding the need for controlled access, secure handling of information and prompt escalation (E)
- Experience supporting MFA, endpoint security, filtering/monitoring, patching or other security controls in a managed environment (D)
- Cyber Essentials experience (D)

Customer Service

- Calm, patient and solution-focused approach (E)
- Able to explain technical matters clearly to non-technical users (E)
- Strong interpersonal skill (E)
- Experience supporting children/young people and staff with differing levels of digital confidence (D)

Organisation and Judgement

- Able to organise workload, distinguish urgent from important, follow procedures, work independently within delegated authority and escalate appropriately (E)
- Experience working across more than one site or in a busy operational environment with competing priorities (D)

Communication and Teamwork

- Clear written and verbal communication; collaborative approach; able to build trusted professional relationships with teaching and support colleagues (E)
- Experience working with external suppliers/contractors or contributing to technical projects (D)

Professional Attributes

- Reliable, discreet, adaptable, resilient and committed to continuous improvement (E)
- Strong attention to detail (E)
- Commitment to the School's ethos and high standards (E)
- Evidence of ongoing professional learning and interest in developments in educational technology (D)

Safeguarding

- Commitment to safeguarding and promoting the welfare of children (E)
- Understands professional boundaries and the sensitivity of privileged systems access (E)
- Previous safeguarding training in an educational setting (D)

Why colleagues choose St Mary's

Employee Assistance Programme

Confidential 24-hour helpline
Counselling sessions
Wellness app

Meals and Refreshments

Lunch available during term-time
Tea and coffee facilities provided

Physical Health

Occupational health support
Bike2Work scheme

Financial

Staff discount for School fees (subject to qualifying criteria)
Financial coaching through the EAP
Regular benchmarking of salaries
Access to BlueLight Card and other discounts

Professional Development

Life and leadership coaching through the EAP
INSET training

Additional Benefits

Pleasant working grounds and location
Free parking on site

St Mary's offers colleagues the opportunity to work in a warm, purposeful and ambitious school community where pupils are known well and relationships matter. Small classes, committed pupils and a strong pastoral culture create the conditions for excellent teaching and meaningful professional impact.

As we approach our 120th anniversary in 2028, this is also an exciting moment to join the school. Colleagues appointed now will have the opportunity to contribute to an important phase of development, helping to shape an academically ambitious, intellectually rigorous and distinctive education for girls.

We value professional voice, collaboration and continuing development, and we are looking for colleagues who want to bring intellectual energy, scholarship and care to the life of the school.



Application process

Closing date for applications: Monday 5th October 2026 at 15:00

Date of interviews: On a rolling basis.

Candidates should complete their application form on MyNewTerm: <https://mynewterm.com/school/St-Mary's-School-for-Girls/115394>

If you have any questions about the application process, please contact Mrs M Terry, HR Manager at:

Email: careers@stmaryscolchester.org.uk

Post: St Mary's School, 91 Lexden Road, Colchester, Essex, CO3 3RB

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not have been identified; therefore, employees will be expected to comply with any reasonable request from the Principal including ad hoc projects and to undertake work of a similar level that is not specified in the job description. The job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job, commensurate with the grade and job title.

Safeguarding

St Mary's is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All candidates must be willing to undergo child protection screening.

Please visit www.stmaryscolchester.org.uk/vacancies/ to read our Application & Recruitment process explanatory notes.

Privacy Notice

Please read our Privacy Notice for Job Candidates, which can be found at www.stmaryscolchester.org.uk/vacancies/

We respect your privacy and are committed to protecting your personal data. Our Privacy Notice will inform you as to how we look after personal data held by us and tell you about your privacy rights and how the law protects you. It is important that you read this Privacy Notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data so that you are fully aware of how and why we are using personal data. This Privacy Notice supplements the other notices and is not intended to override them.



St Mary's
Colchester

