

## Desktop Support Engineer

### Fixed Term, Full-Time, Full Year Contract

Whitgift is a leading independent day and boarding school for boys, with approximately 1500 pupils including over one hundred boarding pupils and flexi boarding pupils. It is set in an attractive 48-acre parkland site in South Croydon enjoying excellent links to London, Surrey and the south coast.

#### OUTLINE OF POST:

We are seeking to appoint a Desktop Support Engineer who will provide 1<sup>st</sup> and 2<sup>nd</sup> 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.

Reporting to the Helpdesk Manager, you will work alongside other Desktop Support Engineers as the first point of contact within the Service Desk for 1<sup>st</sup> and 2<sup>nd</sup> 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 Service Level Agreements (SLA).
- 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.
- Perform 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 Health & Safety 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 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.
- Strong ethical standards, integrity and understanding of data protection and confidentiality.
- Strong commitment to Health and Safety as pertains to themselves and the Team.
- Strong understanding of safeguarding the welfare of children and young persons

#### **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.

#### **Desirable**

- 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.

## **PERSONAL RESPONSIBILITIES**

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The John Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff to share this commitment.

To comply with the Whitgift Equal Opportunities policy and to ensure positive relationships are upheld within the school community, through effective communication, in line with professional norms.

## **PERFORMANCE STANDARDS**

To ensure that all services within the areas of responsibility are provided in accordance with the School's commitment to high quality service provision.

This job description will usually be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

## **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)
- 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 a 2-year fixed term, full-time, full year contract from May 2026.

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.

The salary range for the post will be at Point 18 – Point 22 on the John Whitgift Foundation Support Staff Salary Scale. The full-time salary will be between £31,872 gross pay per annum at (Point 18) to £35,842 gross pay per annum at (Point 22) dependent on qualifications and experience.

## APPLICATION INFORMATION

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

To apply, please visit [www.whitgift.co.uk/vacancies](http://www.whitgift.co.uk/vacancies). For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at [SchoolHR@whitgift.co.uk](mailto:SchoolHR@whitgift.co.uk).

We invite interested candidates to apply as soon as possible as applications will be reviewed on a daily basis, and interviews may take place at any time. This vacancy may close earlier than the stated deadline if sufficient applications are received, so early submission is encouraged.

In line with Home Office requirements under the Immigration, Asylum and Nationality Act 2006, all successful applicants will be required to demonstrate their right to work in the UK by presenting original documents evidencing their identity and eligibility to work in person. Right to work checks may also be completed using the Home Office online right to work checking service (share code).

The School also requires sight of original qualification and professional membership documents as detailed in the application.

***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. It is an offence to apply for a role at the school if you know that you are barred from regulated activity with children.***

***All roles within the school involve contact with children and are therefore classed as regulated activity. Child protection and safeguarding are the responsibility of everyone who works or volunteers in our school. All staff must be committed to providing a safe environment for children and supporting the school's safeguarding ethos.***

***The post is exempt from the Rehabilitation of Offenders Act 1974. Applicants are required to declare all convictions and cautions, even those that are "spent" unless they are "protected" under the DBS filtering rules, to assess suitability to work with children. Shortlisted candidates will be asked to disclose information relevant to safeguarding prior to interview.***

April 2026