



part of **Habs**  
HABERDASHERS'  
ELSTREE SCHOOLS

LOCHINVER  
HOUSE



IT Technician

LOCHINVER HOUSE SCHOOL

START SMALL, THINK BIG

# Welcome from

Jonathan Wadge, Headmaster

At Lochinver House School, we believe that happiness is the key to success. Every child's journey is unique, and our role is to nurture curiosity, confidence, and compassion so that each pupil thrives. As Headmaster, I am proud to lead a community where kindness, honesty, and respect are at the heart of everything we do.

Joining our staff team means becoming part of a school that values innovation, collaboration, and the joy of learning. Whether preparing children for the next step in their education or guiding them toward becoming global citizens, our mission is clear: Start small, Think big.



## About Lochinver House

Lochinver House is a leading independent co educational school in Potters Bar, Hertfordshire, welcoming pupils aged 3–13. We are renowned for our personalised approach to education, ensuring that every child is seen, heard, and supported. From Forest School adventures to specialist teaching in core subjects, our curriculum is designed to spark imagination and build resilience.

We are proud to be part of the Haberdashers' Elstree Schools family, strengthening our strategic vision and preparing our pupils for our preferential pathway to Habs and other leading independent senior schools.



# Our History and Governance

Founded in 1947 with a vision of excellence and care, Lochinver House has grown into a thriving community rooted in tradition yet forward looking in ambition. Our governance is overseen by a dedicated board, led by Chair Helen Rosehorn, ensuring accountability, strategic direction, and alignment with the Haberdashers' ethos.



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## Strategy and Values

Our strategy is simple yet powerful: to prepare children for a lifetime of purpose. We place academic rigour at the heart of our approach, ensuring that pupils are challenged, inspired, and equipped with the skills to excel. This is balanced with creativity, pastoral care with independence, and tradition with innovation, creating an environment where children achieve highly while developing as confident, well-rounded individuals.

Our values of Kindness, Honesty, and respect are lived daily. They guide our decisions, shape our culture, and inspire our pupils to become thoughtful, responsible citizens of the world.

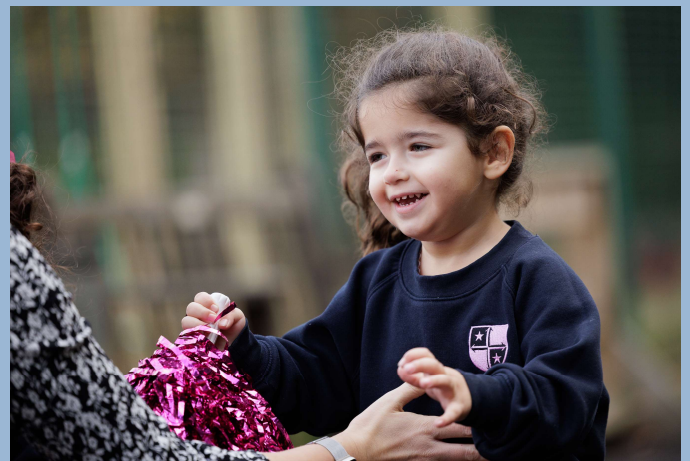
# The Children



Lochinver pupils are happy, confident, and compassionate. They are encouraged to explore, question, and discover, with specialist teaching from the earliest years. Our International Primary Curriculum, Forest School, and wide range of enrichment opportunities ensure that every child's journey is both challenging and rewarding.

# Pastoral Care

We believe that wellbeing is the foundation of achievement. Our pastoral systems are strong and effective, ensuring every child feels safe, supported, and valued. Pupil voice is central to our culture, represented through the School Council and other pupil bodies. Staff know each child individually, fostering a close-knit community where children are listened to and enabled to thrive.



# Co Curricular Life

Beyond the classroom, Lochinver House offers a rich variety of opportunities. From competitive sport to robotics, from orchestra to drama productions, our co curricular programme builds resilience, teamwork, and creativity. Pupils are encouraged to discover hidden talents and pursue passions that will stay with them for life.



# Our Staff Team

Our staff are the heartbeat of the school. Dedicated, specialist teachers bring expertise and enthusiasm to every lesson. Collaboration and professional growth are central to our culture, ensuring that staff feel supported and inspired in their roles.



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# The Department and Roles

Departments are led by experienced professionals who foster innovation and excellence. Roles within the school are designed to contribute not only to academic success but also to pastoral care and co curricular enrichment.



# The Role

## Role Purpose

Provide friendly, efficient first-line IT support to staff and pupils across the School, helping to minimise disruption to teaching and learning. The role focuses on logging and resolving common incidents and service requests, keeping users informed, maintaining clear support documentation, and escalating more complex issues in line with agreed procedures.

## Service Desk & Customer Support

- Provide first-line support on the Service Desk during opening hours on a rota-based system, supporting service users across the School.
- Log, manage and prioritise IT support tickets, aiming to resolve issues within agreed Service Level Agreements (SLAs) and keeping users updated.
- Maintain clear, professional communication with users, providing timely updates on progress and expected resolution times.

## Troubleshooting & Escalation

- Provide first-line technical support and troubleshooting for hardware, software and connectivity issues (in person, via remote access tools, or through clear written instructions) to minimise disruption to teaching and learning.
- Work with colleagues and suppliers to troubleshoot issues, escalating more complex incidents in line with team procedures.

## Documentation & Continuous Improvement

- Maintain and update support documentation and knowledge-base articles, recording fixes and workarounds for future reference.
- Assist with basic reporting on ticket trends (e.g., frequent issues, peak periods) and escalate observations to senior colleagues.
- Support the team in reducing repeat issues by identifying common queries and sharing suggested improvements (e.g., standard responses, quick guides and FAQs).
- Suggest potential improvements to systems or processes to senior colleagues, supported by user feedback and troubleshooting observations.

## Core School Systems Support

- Provide day-to-day support with the School's Management Information System and undertake daily maintenance and troubleshooting.
- Support the School's use of Office 365, including Teams management and user/group management.
- Maintain the School's bank of iPads, including setup, updating, and general troubleshooting.

## Operational Support

- Support the equipment loan process for staff and pupils, including basic setup, handover and return checks.
- Provide practical IT support for internal and external examinations and assessments.
- Provide on-site IT support for school events (including open evenings, entrance exams, open days, assemblies, concerts, plays and visiting speakers).

## AV & Digital Signage

- Assist with day-to-day support of school-wide audio-visual systems and equipment managed by the IT Services department, escalating faults where necessary.
- Update digital signage across the schools as requested, following agreed templates and approval processes.
- Provide basic support with digital audio/video recording and editing where required (or coordinate with specialist colleagues/suppliers as needed).

## Learning & Development

- Participate in professional development and on-the-job learning to build technical skills and provide a high standard of customer service.

# Person Specification

## Essential

- A customer-focused approach with clear, professional communication (in person, by phone and email).
- Ability to follow support processes, log work accurately, and manage competing priorities in a busy environment.
- Practical first-line troubleshooting skills for common hardware, software and connectivity issues.
- Confidence supporting Microsoft 365 applications (including Outlook and Teams) and basic user/account administration under guidance.
- Confidence supporting iPads or similar mobile devices (setup, updates and basic troubleshooting).
- Willingness to learn and take part in training to build technical knowledge and customer service skills.
- Commitment to safeguarding, confidentiality and appropriate handling of pupil and staff data.

## Desirable

- Previous experience in a Service Desk, helpdesk or IT support environment (including part-time, placement or voluntary experience).
- Experience using a ticketing system and working to SLAs (e.g., Freshservice or similar).
- Understanding of basic networking concepts (Wi-Fi, IP addressing, printers) and troubleshooting approach.
- Experience supporting classroom/meeting room AV equipment and live-streaming/Teams meetings.
- Familiarity with Mobile Device Management (MDM) tools for iPads.
- Relevant qualifications or training (e.g., CompTIA A+, Microsoft Fundamentals, or ITIL Foundation).

## Remuneration

We offer a competitive salary, aligned with experience and qualifications, alongside benefits such as professional development opportunities, pension scheme, and access to school facilities.

