



Dunottar School



Working at Dunottar

Senior IT Technician

Immediate Start



Welcome to Dunottar School

Dunottar is a vibrant, co-educational independent secondary school in Reigate, Surrey. We have 460 pupils across Years 7-13 (ages 11-18) and are part of United Learning's family of schools. We celebrated our centenary in 2026, marking 100 years of our school's rich history, and we are also entering an exciting phase of growth, having recently been granted permission to expand our roll to 600 students.

At Dunottar our aim is to bring out the best in every pupil, enabling them to be the very best they can be. Pastoral care is at the heart of everything we do, and we pride ourselves on our warm and nurturing, family environment. In addition, we offer an outstanding education to our pupils and, through excellent teaching and high levels of individual support, seek to enable them to achieve added value which is comparable with what is achieved in the top schools in the UK.

We are delighted that you are considering working at Dunottar School. We are a close-knit team where every professional's impact and input is valued. As a rapidly developing school, I am looking for staff who pride themselves on the highest possible professional standards, are keen to immerse themselves in school life and who relish the creativity of the opportunity that is provided here.

In return, you will enjoy an exciting and rewarding professional life where you will genuinely feel that you are shaping not just the futures of the children we teach, but the school itself. As part of United Learning's family of schools, your professional development opportunities are second to none. Our staff benefit from the expertise that comes from working with other dedicated teachers and staff from a variety of different schools and contexts; so whatever stage of your career you are at, I am confident that you will continue to learn and develop by becoming part of our team.

Duncan Peel, Interim Headmaster



Senior IT Technician

Contract Type:	Full Time, All Year Round, 26 days holiday plus bank holidays
Working hours:	8.30am—5pm Monday to Friday, 37.5 hours per week
Reporting to:	IT Network Manager
Salary:	Up to £38,000 per annum dependent on experience
Start date:	Immediate

Role Purpose

Responsible for supporting and contributing to the provision of a comprehensive, effective, and efficient IT service at Dunottar School. You'll play a key role in first and second-line support, maintaining IT systems, and ensuring the smooth operation of technology across the school.

Role Overview

We are seeking an experienced and proactive IT professional to join Dunottar School as our Senior IT Technician. The ideal candidate will combine a strong technical background with a passion for using technology to enhance both teaching and administrative excellence. This role suits someone who thrives in a dynamic educational environment, enjoys working in a dedicated ICT team, and is committed to working with the IT Network Manager to maintain a secure, reliable, and innovative IT infrastructure that meets the school's evolving needs.

Key Responsibilities

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- Providing first and second-line support to resolve technical issues and minimise disruption to teaching, learning, and administration.
- Monitoring and maintaining the performance of end-user devices and peripherals, escalating issues where necessary.
- Supporting the stability, security, and functionality of the school's IT infrastructure under the guidance of your Line Manager where needed.
- Contributing to the implementation of change requests and ensuring compliance with IT security protocols.
- Assisting staff, students, and visitors in the effective use of IT systems and resources.
- Maintaining accurate records and contributing to service improvement through documentation and knowledge sharing.

Specific Duties

- Respond to assigned service desk tickets promptly and diligently, helping meet operational level agreements.
- Log incidents reported verbally to ensure proper tracking and resolution.
- Use the knowledge base and historical ticket logs to inform diagnosis and resolution.
- Record detailed diagnostic information to support knowledge base development.
- Escalate unresolved issues appropriately within the IT Service.
- Support, maintain, and deploy IT hardware and software, including operating system imaging, patching, and peripheral installation.





Key Responsibilities Continued

General

- Build and maintain positive working relationships with colleagues across the school, central teams, and external partners.
- Contribute to a flexible, proactive, and collaborative team culture within the school.
- Uphold all United Learning policies and procedures, including safeguarding, child protection, health and safety, confidentiality, and data protection.
- Produce clear, accurate documentation in line with school standards.
- Engage in training, development activities, and the Professional Development process to continually build skills and knowledge.
- Provide informal guidance or support to colleagues and trainees where appropriate.
- Represent the school and United Learning professionally at events when required.
- Support and promote the ethos and values of United Learning.
- Undertake any other reasonable duties commensurate with the role and grade, as directed by the school leadership.

Additional information

Occasional evening or weekend work may be required for planned events (such as open evenings) or scheduled maintenance, with reasonable notice. Rarely, unplanned outages may require additional support. We manage these collaboratively and aim to ensure a fair approach to workload.

This job description outlines the main duties and responsibilities of the role but is not an exhaustive list.

Duties may vary within reason according to the needs of the school. It will be reviewed annually as part of the performance management process and may be amended following consultation with the postholder.

Person Specification

Essential

- Experience in a technical support role.
- Solid troubleshooting skills across hardware, software and peripherals.
- Familiarity with Windows/ Apple devices and Microsoft 365 applications.
- Working knowledge of user administration in Active Directory and Entra ID.
- Good customer service and communication skills, with the ability to support non technical users.
- Ability to organise workload, prioritise tasks, and work proactively.
- Commitment to safeguarding, data protection, and professional conduct.
- Willingness to learn and engage in ongoing professional development.

Desirable

- Relevant IT qualification (CompTIA A+, CompTIA Network+).
- Working knowledge of Group Policy fundamentals.
- Experience working in a school environment.
- Understanding of networked systems.
- Familiarity with classroom AV equipment.
- Exposure to ticketing systems or ITIL practices.

Working Pattern & Expectations

- Full-time, all-year-round role.
- Occasional evening or weekend work for key events or maintenance windows (with notice).

Safeguarding

United Learning is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo DBS checks and safeguarding training.





Part of United Learning

Dunottar School is part of United Learning, a large, and growing, group of over 100 schools aiming to offer a life changing education to children and young people across England.

Our schools work as a team and achieve more by sharing than any single school could. Our subject specialists, our Group-wide intranet, our own curriculum and our online learning portal all help us share knowledge and resource, helping to simplify work processes and manage workloads for an improved work-life balance.

The Package

- **Salary:** Up to £38,000 depending on experience
- **Pension:** L&G Pension Scheme.
- **Remission of fees:** For your children at UL independent schools (in line with the usual admissions policy) - currently 33%, pro rata for part-time staff.
- Tailored **Continuous Professional Development**
- **Employee benefits:** A variety of benefits including gym, cycle and car lease schemes; access to an Employee Assistance Programme which provides independent, confidential advice 24 hours a day; money back towards the cost of essential healthcare; a range of discounts, including retail and entertainment discounts via Westfield Health.
- **Dining:** Free school lunch during term time.
- **Sports and leisure:** Use of the swimming pool, the Courtyard Gym and tennis courts (at specific times).
- **Wellbeing:** Staff access to confidential advice, staff social events.

Our Location and Facilities

Dunottar School is based in a handsome Palladian-style mansion set in 15 acres of beautiful grounds, just outside Reigate town centre. In addition to the main Mansion House, the school has modern wings housing classrooms, a university-style Sixth Form Centre with rec room and café. The school has a £4.5m Performing Arts Centre, with music practice rooms and a 500-seat theatre, art and DT studios. Our sport facilities comprise of a 25m indoor swimming pool, a large Sports Hall with a 4-lane cricket net system, three floodlit outdoor netball courts and a sports field. Rugby and football fixtures are played at South Park FC and Old Reigatians RFC, where we have use of extensive and well-maintained rugby and football pitches (including a 4G pitch).



Contact Information

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