# Queen's College, London

Established 1848

**Job Description:** IT & Digital Team Lead
**Reports to:** Head of IT & Digital Learning
**Contract:** Full-time

### Role Purpose

The IT & Digital Team Lead is responsible for leading and coordinating the day-to-day activities of a small team of IT analysts across the Prep School and College, ensuring the effective delivery of IT and Digital services that support teaching, learning, and the business and operations teams. This is a hands-on role, providing technical expertise with a strong focus on mobile device management (MDM) platforms such as Microsoft Intune, Jamf, and Google Workspace, alongside Microsoft 365 and education-focused digital technologies.

### Key Responsibilities

#### Leadership & Team Coordination

- Lead and coordinate the daily work of the IT team, ensuring responsive and reliable service for staff and pupils.
- Act as the first point of escalation, providing hands-on support as required.
- Coach, mentor, and support the IT analysts to ensure consistent service standards and professional development.
- Contribute to performance management, workload planning, and continuous improvement of IT services.
- Promote a collaborative, positive, and service oriented culture within the team.

#### Technical & Operational Delivery

- Provide technical leadership in mobile device management (MDM) platforms, including Microsoft Intune, Jamf, and Google Workspace (desirable).
- Manage and support Microsoft 365 services within an educational environment.
- Oversee the onboarding and offboarding of staff and pupils, including device provisioning, access management, and account setup.
- Ensure systems, devices, and digital services are secure, reliable, and fit for educational use.

#### Educational Support & Service Delivery

- Deliver responsive and proactive IT support to staff and pupils, maintaining a high standard of customer service.
- Plan and coordinate IT support coverage for examinations, events, and peak

academic periods, ensuring technical readiness and appropriate staffing.
- Work collaboratively with teaching and business and operational staff to understand curriculum and operational needs.
- Promote the effective use of digital technologies to enhance teaching, learning outcomes.

### Training & Development
- Deliver targeted training and onboarding for staff and pupils on systems, devices, and digital tools.
- Support digital literacy and confidence across the organisation.
- Create or contribute to user guidance, documentation, and training materials as required.

### Person Specification

### Essential:
- Experience working in an IT support or digital services role within an educational or similar environment.
- Strong hands-on experience with MDM solutions (e.g. Intune, Jamf, Google Workspace) and supporting Windows, Apple devices.
- Experience supporting Microsoft 365 in an education setting.
- Proven ability to lead, mentor, or coordinate a small team.
- Excellent communication and customer service skills.

### Desirable:
- Experience supporting examinations and events.
- Relevant Microsoft, Apple, Jamf qualifications.
  Personal Attributes
- Highly organised, technically proficient, and service focused.
- Calm under pressure and able to deal with multiple priorities at once.
- Approachable, professional, and reliable.
- Technical problem-solving
- Communication & customer service
- Attention to detail
- Initiative & continuous improvement mindset

### All staff are expected to:

- Be aware of and committed to the ethos and values of Queen's
- Take an active role in the development and implementation of school policies and in the whole life of the school
- Ensure that there are equal opportunities for all
- Adhere to school policies and procedures
- Be fully committed to safeguarding and promoting the welfare of children