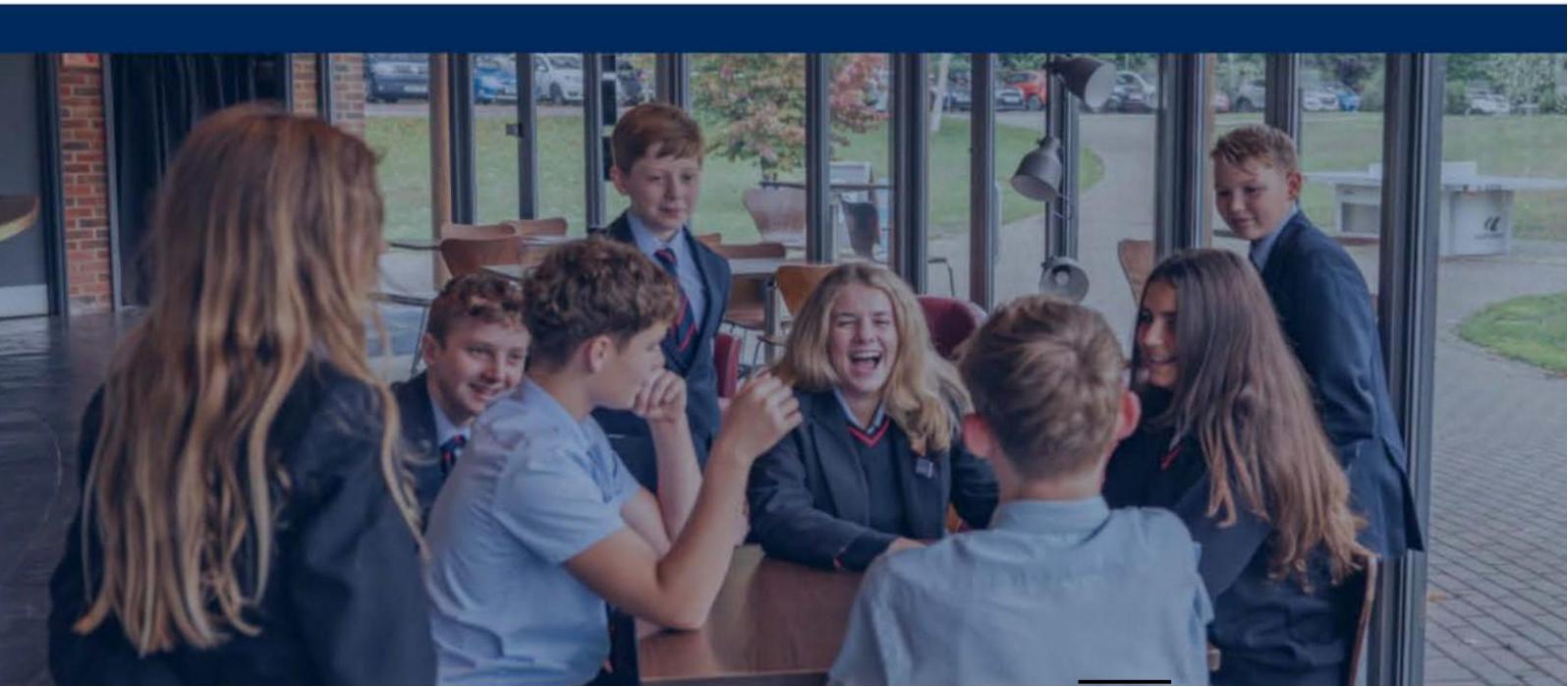# IT Technician

Godolphin offers a world-class education for a changing world. Our purpose is to make the world a better place through the formation of individuals who are empowered to be ambitious and grow, lead with authenticity and compassion, and be courageous as they step into the world with confidence in readiness to shape it for the better.

For over 300 years, we have been changing lives. Achievement and innovation are woven into our heritage, and we continue to evolve with ambition. We welcomed boys as well as girls from September 2025, enriching every classroom, conversation and friendship. And from September 2026, we become Chafyn-Godolphin, the leading all through co-educational day school for children aged 2 to 18, with boarding available for Senior and Sixth Form students in the heart of Salisbury.

Our values reflect our purpose:

Ambition – We dream boldly and set brave goals, pursuing them with heart and resilience to be the very best version of ourselves.

Courage – We step forward with confidence, believing in ourselves and embracing challenge knowing that growth often begins at the end of our comfort zone.

Compassion – We lead with kindness and act with integrity in a community where

everyone feels seen, valued and respected. Our approach is grounded in exceptional teaching, deep pedagogical expertise and rigorous, data-informed tracking to fuel intellectual ambition and progress. We inspire a spirit of wonder and belonging that builds quiet confidence, curiosity and creativity, and we create meaningful opportunities for pupils to contribute beyond themselves through service, leadership and engagement with the wider world. Godolphin is part of United Learning, a well-established group of more than 100 independent schools and academies, each retaining its own distinct character and ethos, united by a common commitment to educational excellence. Being part of United Learning enables Godolphin to offer more to staff and pupils than would be possible as a standalone school. Centralised professional services, including finance, HR, estates and procurement, provide efficiency and stability, allowing school leaders and teachers to focus on what matters most: teaching, learning and continuous improvement. Extensive CPD opportunities are available through the Group, including formal qualifications, mentorship, leadership training and supporting subject-specific projects and pedagogical growth.

" Godolphin remains one of the most welcoming, utterly transparent, genuine and delightful schools out there. It's refreshingly down to earth, parents work hard to send their children here and greatly value the opportunities it offers. "

Talk Education, 2025

GODOLPHIN

Department Overview

The IT Department plays a central role in supporting the school's vision for innovative, engaging, and future-focused learning. Technology underpins almost every aspect of school life, from teaching and learning, to communication, administration, and whole-school operations. All pupils benefit from a 1:1 device programme and digital learning is fully embraced across the school.

The IT Department is committed to providing exceptional support across the school community and ensuring a robust, secure, and agile technology infrastructure, priding itself on being approachable, efficient, and solutions-focused. This is a collaborative and forward-thinking environment where professional growth is encouraged and new ideas are welcomed.

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Hours	Full-Time, Permanent
Salary	Competitive

We are looking to appoint an IT Technician to help ensure excellent teaching and learning and smooth day-to-day operations. The successful candidate will be the first point of contact on the IT Service Desk, providing calm, friendly support to staff, pupils and visitors. You will provide vital technical support and guidance to users, addressing a wide range of IT-related issues. Your expertise will be essential in diagnosing and resolving problems, implementing new technologies, and contributing to the overall technological advancement of the school.

We're looking for a problem-solver with a passion for technology, great people skills, experience with IT troubleshooting and a willingness to learn. You'll play a key role in a welcoming and collaborative school community, with training and development opportunities to help you grow your skills.

Staff at Godolphin can enjoy free on-site parking, complimentary lunch during term-time, free membership to our Leisure Centre, access to Health Assured Employee Assistance Programme, Cycle-to-Work scheme and other work-related benefits such as Perkbox.

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Job Description

Role	IT Technician
Reports to	IT, Data and Transformation Manager
Department	IT
Relationship	

The post holder is accountable to the LINE MANAGER in all matters relating to this post. All staff are ultimately responsible to the Head. The post holder will work closely with team members and support the team when necessary.

Purpose of the Role

1. Support teaching, learning, and administration by ensuring IT systems are reliable and well-maintained.
2. Assist in developing and improving the use of IT for educational and administrative purposes.
3. Help to deliver a comprehensive, effective, and secure IT service within the school.
4. Provide basic IT training and guidance to staff and students.

Duties & Responsibilities

General

1. Manage service desk tickets, logging, diagnosing, and escalating incidents as required.
2. Provide technical support and basic IT training to staff and visitors.
3. Provide technical support to students to ensure they can fully access the platforms required to support their teaching and learning.
4. Provide technical support for desktops, servers, devices, and peripherals.
5. Maintain and develop IT systems under direction.
6. Assist with network maintenance, escalating complex issues when necessary.
7. Support, maintain, and deploy IT hardware and software resources.
8. Install and test peripherals, operating system images, and software updates.
9. Perform basic hardware repairs, upgrades, and resolve software faults
10. Maintain user accounts, permissions, and ensure security measures (antivirus, internet security) are up to date.
11. Implement approved change requests and contribute to knowledge base development.
12. Stay alert to emerging technology risks and escalate appropriately.

Communication

1. Maintain a calm, professional, and approachable manner in all situations.
2. Communicate technical information effectively to non-technical users.
3. Maintain clear and timely updates on the ICT Service Desk regarding task progress.
4. Provide guidance and supervision where appropriate, assisting in staff training and development.
5. Ensure all documentation is accurate and professional

Professional Responsibilities

1. To promote, facilitate and deliver excellent educational outcomes for all
2. To promote and safeguard the welfare of pupils that you come into contact with, in accordance with the relevant School Child Protection and Safeguarding policies
3. To comply with, promote and act in accordance with all School policies
4. To be responsible for complying with data protection legislation and expectations for confidentiality, and to report any breaches to the IT, Data and Transformation Manager at the earliest opportunity
5. To be responsible for complying with health & safety legislation and guidance, and to report any issues or breaches to the Estates Manager immediately
6. To maintain consistent positive working relationship with colleagues, supporting them in line with your role and responsibilities
7. To keep colleagues informed about aspects of your work and schedule which may affect the support you can give them
8. To develop your effectiveness by updating your knowledge and skills, seeking and taking account of constructive feedback on your performance, making effective use of the development opportunities made available to you
9. To identify and agree personal development objectives with your line manager
10. To be courteous to colleagues and provide a welcoming environment to visitors

Values

Promote Chafyn-Godolphin's three core values through an inclusive, healthy and ambitious provision for all based on:

- Ambition: We dream boldly and set brave goals, pursuing them with heart and resistance to be the very best version of ourselves.
- Courage: We step forward with confidence, believing in ourselves and embracing challenge knowing that growth often begins at the end of our comfort zone.
- Compassion: We lead with kindness and act with integrity in a community where everyone feels seen, valued and respected.

Person Specification

CRITERIA	Requirements		EVIDENCE
Qualifications	Relevant training or qualifications, such as Level 4 BTEC IT Apprenticeship or A+ Hardware Technician.	Essential	Application Form Original Certificates
	GCSE English/Maths Grade C/4 or above, or equivalent	Essential	
	Relevant professional development and training, such as Microsoft role-based certifications	Desirable	
Work Experience	Diagnostic and technical troubleshooting experience	Essential	Application Form References Technical Interview and Skills Test
	Experience in and an understanding of: Windows 11 Basic Network Operations (Print/Password/User Management) Classroom Audiovisual hardware Management and troubleshooting of networked systems	Desirable	
Skills and knowledge	Ability to troubleshoot issues with hardware and software, identifying faults and resolving/escalating as required	Essential	Application Form General Interview Technical Interview and Skills Test
	A genuine interest in technology and a clear strategy for keeping up to date with developments	Essential	
	Understanding of the management of users within a Windows environment; strong knowledge of M365	Desirable	
Personal Qualities or Skills	Excellent organisational skills	Essential	Application Form General Interview Driving Licence check
	Ability to work effectively and calmly under pressure	Essential	
	Adaptable and flexible	Essential	
	Positive team player	Essential	
	High levels of discretion and confidentiality	Essential	
	Excellent interpersonal skills and ability to communicate effectively with both technical and non-technical staff	Essential	
	A facilitative approach to problem-solving and a "can do" mindset	Essential	
	Full clean driving licence	Desirable	

HOW TO APPLY

The closing date for applications is **9am Monday 02 March 2026**. This vacancy will close as soon as sufficient applications have been received. Interviews may take place during the recruitment process and by the week beginning 09 March 2026.

Safer Recruitment

Godolphin is committed to safeguarding and promoting the welfare of children and young adults and expects all staff to share this commitment. An 'online search' will be conducted on short-listed candidates, and the successful applicant will be subject to an enhanced Disclosure and Barring Service (DBS) and Barred Lists check (Adult and/or Children's Workforce). Staff are prohibited from promoting extremist/radical religious or one-sided political views whilst working at Chafyn-Godolphin and/or whilst participating in activities associated with their employment within Chafyn-Godolphin.

Please note, we do NOT accept application by Curriculum Vitae.

For an informal discussion or to arrange a visit please contact a member of our HR Team on 01722 430536.

Recruitment Policy

Godolphin is positive about disability and encourages applications from disabled people. All disabled applicants who satisfy the minimum criteria will be offered an interview if they state this prior to shortlisting.

If you consider that the provisions of the Equality Act 2010 apply to you, or if you require assistance at any stage of the process, please contact the HR Department, telephone 01722 430569 or email hr@godolphin.org

The School's Recruitment, Selection and Disclosure Policy and procedure is available for your information on the school website; www.godolphin.org. Godolphin actively supports equality, diversity and inclusion and encourages applications from all sections of society.

United Learning
The best in everyone™