

Shrewsbury

CO-EDUCATIONAL BOARDING & DAY SCHOOL



Information for Candidates IT Technician

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Headmaster's Welcome

Having moved to Shropshire with my wife and young family in 2018, I can speak with first-hand experience of the warmth of welcome offered by the School community and indeed within the town of Shrewsbury. It really is a friendly, gentle yet invigorating place to live and work.

The School's 110 acres have the feel of a village gathered around a green. Stunning architecture complements the natural beauty of ancient trees and open spaces that are meticulously maintained. We wholeheartedly believe that children and staff alike respond to the inspiration of their surroundings. There can surely be fewer more uplifting places in which to live and learn. Staff morale is high and there is a shared sense of purpose which is energising. The pupils are a diverse crowd who are united by a willingness to participate and enjoy all that the School has to offer. We have an excellent staff development programme ensuring that colleagues are stimulated to keep growing as professionals.

Above all, it is a community where the individual is celebrated and encouraged to become the fullest and best version of her or himself: this goes as much for the staff as it does the children in our care.

Thank you for your interest in Shrewsbury School. I hope that this document will encourage you to go ahead with an application that may lead to your joining this unique and vibrant school community.



Leo W. Kley

Welcome to Shrewsbury School

Shrewsbury School, Independent School of the Year 2020, has a world-class reputation for all-round excellence. Fully co-educational, with a seven-day boarding heartbeat and an integral day community, the School delivers a dynamic education that develops the abilities and enthusiasms of each and every pupil.

Founded by Royal Charter in 1552, Shrewsbury School is one of the 'great' nine schools in England identified by the Clarendon Commission of 1861. The School moved to its current location in 1882. Over the centuries it has grown in size and reputation. Girls first joined the Sixth Form in 2008 and it is now ranked amongst the leading co-educational boarding schools in the world, educating around 850 pupils aged 13-18 years.

Shrewsbury delivers a programme of academic learning that is exciting, challenging, responsive and versatile. On the School's breath-taking 110-acre site on the banks of the River Severn, pupils also have the opportunity to participate in a wide range of sporting, music, drama and co-curricular activities, as well as being encouraged to engage in adventure and charitable endeavour.

Shrewsbury School is committed to a seven-day full boarding model that benefits from a local day element. The School offers only one kind of boarding: full boarding, with nearly 80% of the school roll being full boarders and around 20% holding non-UK passports.

Packwood Haugh Prep School became part of the Shrewsbury family of Schools in 2019, and was joined by Terra Nova School and Prestfelde School in 2025. All are co-educational, boarding and day schools for pupils aged 3-13, affording prospective Shrewsbury School pupils a range of early entry points to the Shrewsbury family.

Shrewsbury is a registered charity with a number of wholly owned trading companies, an annual income of over £40m and a staff of over 400. It is overseen by a Governing Body which has up to 19 members. The Governing Body and its Committees meet once a term.

Recent years have seen an ambitious programme of new buildings and refurbishment projects. The fully refurbished Barnes Theatre, recently opened by Sir Michael Palin, Old Salopian, with additional new teaching facilities for Drama and Dance. The building of a fifth girls' House (Queen Elizabeth Hall) was completed and opened in September 2023, along with two new all-weather sports pitches. A full refurbishment of Rigg's Hall, one of our boys' Houses, completed in 2022, and refurbishment projects of Churchill's and Ingram's Hall completed in 2023.

IT Technician

**Full-Time | Permanent | £26,716.54 per annum
40 Hours per week Monday – Friday, with participation on a Saturday rota
(1 in 6) and occasional on-call duties during term time.**

Shrewsbury School is looking for a motivated and customer-focused IT Technician to join our busy IT Department. Supporting staff and pupils across the School and its associated prep schools, you'll play a key role in delivering reliable, high-quality IT services.

The Role

You will provide first and second-line technical support, including:

- Troubleshooting hardware, software and network issues.
- Installing, configuring and maintaining PCs, laptops and peripherals.
- Supporting Microsoft Windows, Microsoft 365 and Entra ID environments.
- Assisting with SharePoint, server and network administration.
- Managing and resolving helpdesk tickets. Working with third-party suppliers and supporting ongoing IT projects.

You will have:

- Proven experience in an IT support or helpdesk role.
- A Level 2 ICT qualification (or equivalent experience).
- Strong troubleshooting and problem-solving skills.
- Excellent communication and customer service skills.
- The ability to work independently and as part of a team.

If you're passionate about technology and delivering excellent customer service, we'd love to hear from you.

Early applications are encouraged. We reserve the right to close this vacancy early, should a suitable candidate be appointed before the closing date.

**A full application pack and job description can be obtained from our website:
<http://www.shrewsbury.org.uk/page/job-vacancies>
or email: recruitment@shrewsbury.org.uk**

Closing date for application: 12 midday, Friday 17th July 2026.

Shrewsbury School is committed to safeguarding and promoting the welfare of children and young people, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Job Description

The IT Department provides a service to all staff in providing technical/IT support for IT equipment and infrastructure throughout the School. The School has introduced a BYOD policy for pupils and teaching staff, which has significantly increased the tasks of the IT Department.

The IT Technician is a member of the support staff at the school, and will be expected to supervise and develop systems in liaison with the Director of Digital & Data as well as contributing to the overall continued growth of IT throughout the School.

MAIN PURPOSE OF ROLE

The IT Technician will provide technical support for IT equipment and infrastructure throughout the school.

LEVEL OF POSITION

The Post holder will report to the Service Desk Manager who reports to the Director of Digital & Data. The Service Desk Manager is responsible for day-to-day Line Management including annual reviews, training and development and health and safety.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities below are illustrative. The position holder will be expected to become involved in a range of work on occasions that may not be shown below:

Main Responsibilities:

Desktop & Application Support

- Connect, set up and check PCs and peripherals for normal operation in both a standalone and Network environment.
- Perform routine maintenance tasks, including installing software packages and setting common options.
- Perform PC hardware repairs and upgrades.
- Maintain common hardware found in school; install applications and troubleshoot problems.
- Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications.
- Detect, diagnose and resolve PC, peripheral and application errors.

- Maintain and support School Email, Intranet and bespoke systems.

Server & Network support

- Develop and update content on the school's intranet system – SharePoint.
- Be able to Install and maintain standard network cabling
- Perform diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
- Perform routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies.
- Install software on the file server; maintain hardware and software of the server; set disk space and printer quotas; create network shares and manage access rights; monitor system logs.

Health & Safety

- Carry out safety checks.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

Configuration & Installation

- Follow an agreed test procedures for new ICT equipment.
- Follow an agreed test procedures for new Software Packages.
- Update records of installed hardware and software; maintain a software library and store original copies of installed applications.

Continuity, Maintenance & Security

- Follow routine maintenance procedures.
- Follow school backup, virus protection and security procedures.

Support Request Management

- Record accurately support requests, outcomes and time taken in the helpdesk system.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Internal Support Arrangements & External Contracts
- Work to the school's support service level.

- Communicate effectively with 3rd Party Suppliers.
- Escalate contract/warranty issues appropriately.

Planning

- Identify possible ICT requirements and solutions.

Team Responsibilities

- Work as part of a team and adopt flexible working practices.

Personal ICT development

- Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities.
- Proactively keep abreast of major IT developments.

Communications

- Support staff and pupils in the use of ICT resources through direct interaction and by producing simple help sheets.

Educational Awareness

- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts.

Technical Environment

- Shrewsbury School operates a VMWare server estate with Dell, HP and Lenovo hardware. As a Microsoft-focused school, we support around 500 domain-joined desktop PCs and 300 Microsoft Entra ID (Azure AD)-joined laptops across the main school site.
- The IT department supports approximately 700 staff and 850 pupils, in addition to three prep schools—Packwood Haugh, Prestfelde and Terra Nova—which collectively have around 400 PCs and 200 laptops.
- The successful candidate will ideally have at least one years' experience in a similar IT Helpdesk or Desktop Support role, with experience supporting Microsoft Windows environments and end users.

CONTACTS

- In all contacts the successful applicant will be required to be a good ambassador for Shrewsbury School as well as maintain constructive relationships.

Person Specification

<u>Description</u>	<u>Essential</u>	<u>Desira ble</u>
<u>Qualifications</u>		
A good standard of education, educated to at least A level or equivalent.	✓	
A good level 2 qualification or above in ICT or related field or equivalent working experience.	✓	
Evidence of continued personal professional development.		✓
Work Experience		
At least 1 years' experience working in an IT position.	✓	
Previous experience of working in an educational environment would be an advantage.		✓
Experience of database management, utilising it effectively and in particular accurate database entry.		✓
Must have all round IT knowledge & experience.		✓
Experience of trouble-shooting 1 st line and some 2 nd line issues	✓	
Excellent office management experience.	✓	
Must be able to interpret data and information requests from stakeholders and present them in a simple, readily understandable manner.	✓	
Strong analytical and problem solving skills.	✓	
Specialist Knowledge		
Experience of using a school database would be an advantage.		✓

<u>Description</u>	<u>Essential</u>	<u>Desirable</u>
Specialist Knowledge		
Some working knowledge of MIS (currently iSAMS), although not essential but would be an advantage.		✓
Good understanding of IT Technician support (e.g.: desktop & application support, server & network support, configuration etc.)	✓	
Knowledge of the Data Protection Act and legislation surrounding the safeguarding of children and implications for this on a school network.		✓
Personal Attributes		
Able to develop and maintain strong and credible relationships with a variety of stakeholders.	✓	
Enthusiasm for working with people of all ages.	✓	
A generator of ideas, self-starter, ability to work on own initiative and be relied upon to make things happen.	✓	
Must be accurate neat and well organised with good time management skills.	✓	
First class interpersonal, presentation and communication skills.	✓	
Must be an effective team player.	✓	
Ability to self-organise, set and meet deadlines while working under pressure within a team with minimal supervision.	✓	
Must have a can-do attitude and commitment to continuous improvements.	✓	
Demonstrated skills in organising multiple tasks and projects.	✓	
Proven ability to be able to work successfully, independently and autonomously.	✓	
Must be able to project manage and problem solve.	✓	
Logical and methodical thinker.	✓	

Other / Special Working conditions		
<p>There will be a requirement to work some out of hours and weekend work, including working Saturdays on a rota basis. Therefore the successful applicant must be willing to work additional hours to suit the business needs of the School.</p>	✓	

Our Ethos

Shrewsbury School has a strong vision, derived from our position as a major co-educational boarding and day school of international reputation.

A Shrewsbury education will educate and empower each individual pupil to flourish in life and contribute positively to the world around them.

Shrewsbury offers a unique whole person education – Floreat – that fosters learning and personal development in four vital and mutually reinforcing fields: the intellectual; the active; the expressive and the reflective. Through this distinctive model of education Shrewsbury promotes the Six Salopian Virtues: wisdom; kindness; courage; integrity; self-mastery and spirit.

As a learning community, the School pursues academic knowledge, wisdom and truth with the aim of developing the ‘cultural capital’ of each child and instilling character strengths, aptitudes and vital life skills, such as resilience and resourcefulness. The individual is able to flourish whilst also pursuing communal values, social responsibility and a willingness to contribute positively to the wider world.

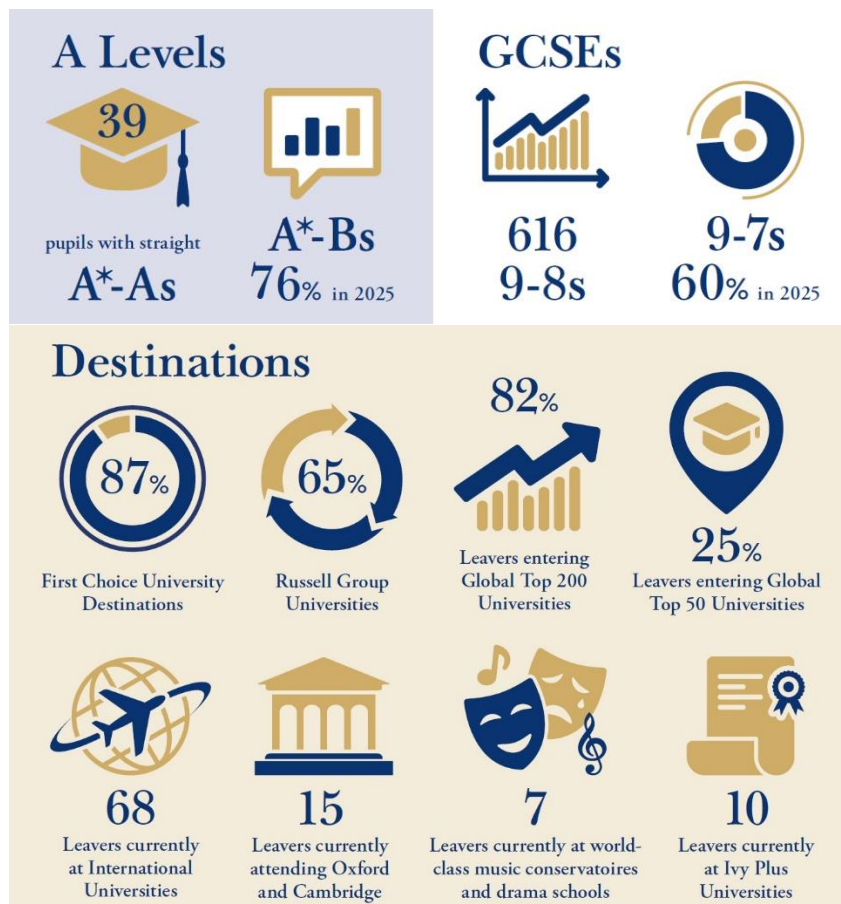
More information about Shrewsbury’s Ethos and Educational Philosophy can be found [here](#).



Academic Life at Shrewsbury

Academic life focuses on developing intellectually curious young adults who are able to think critically and creatively, have the confidence to question and to challenge and are equipped with the skills that they will need to thrive at all stages of life.

In recent years, around 5% of our leavers have gone on to Oxford and Cambridge and virtually all have taken up places at the university of their first choice. We expect about 80% of A Levels each year to be passed at A*, A or B grade. But there is as much joy for pupils who surpass his or her expectations as there is for the pupil whose progress to top grades always seemed more certain. Our Summer 2025 results and destinations are summarised below.



2025 Public Examination Results at Shrewsbury

Support Staff at Shrewsbury

Support staff provide management and operational support, in various careers, to ensure that the Schools in our family function effectively and are able to deliver an exceptional level of whole person education to our pupils.

Whether this is maintaining our grounds, the upkeep of our estate, managing our finances, supporting and developing our staff, ensuring our classrooms and houses are clean and safe; our staff are always supporting our pupils and parents in whatever way they can and they are incredibly passionate and proud of the work they do.

Shrewsbury delights in the uniqueness of its education; a blend of values, traditions, and inspiring people. Our staff are our greatest asset with both teaching and operational staff inspiring our pupils through their dedicated professional support.



The Bursary, Kingsland House

Pastoral Life at Shrewsbury

The unique, friendly yet respectful atmosphere between staff and students plays a crucial part in establishing the character of Salopians and the School. Together we are a highly supportive community. The House system (7 boys' Houses and 5 girls' Houses) is at the heart of Shrewsbury School.

The House is a Salopian's centre of gravity, a real home from home, somewhere to relax and make friends, as well as work. In addition to their Housemaster or Housemistress, each pupil has a personal tutor who is also attached to the House and will be involved in a duty evening plus helping out with house events and trips.



Co-Curricular Life at Shrewsbury

We want all our pupils, whatever their ability, to enjoy their life beyond the classroom, and Shrewsbury has a well-earned reputation for artistic, musical and sporting excellence.

We compete internationally in cricket and rowing, and we are one of the strongest schools in the country for football, cross-country running and fives. Facilities and coaching for these - and a host of other sports including badminton, basketball, tennis, fencing, lacrosse, hockey, netball, and rugby - are excellent.

Our school plays and musicals have drawn praise at the Edinburgh Fringe Festival and in London. As one would expect from one of the strongest music departments in the country, the breadth and quality of music making is remarkable, and a number of pupils win places at some of the top music colleges each year.

We also offer our pupils an extraordinary array of clubs, societies and other co-curricular activities, many of which take place on a dedicated weekly activity afternoon. The majority are led by members of school staff.

Shrewsbury is surrounded by glorious unspoiled countryside and the School makes the most of its easy access to the Shropshire Hills, the Welsh Marches and Snowdonia, as well as easy access to Birmingham and Manchester.



International Links

At Shrewsbury School we delight in playing our part in developing outstanding schools around the world. Our first international school opened in Bangkok back in 2003 and has become the benchmark for quality education in the city and the wider region.

So successful has the venture been that we opened a second campus in Bangkok in 2018 to keep up with demand, while at the same time opening a new school in Hong Kong. In 2021, Shrewsbury signed an agreement for a new premium international school launched in Phnom Penh, Cambodia and in 2025 Shrewsbury International School India opened. Plans are afoot to open further international schools in the coming years.

The Shrewsbury family of Schools share commitment to encouraging intellectual curiosity and respecting diversity and have formed a close and effective partnership over the years. We exchange best practice and perspectives from our own operating contexts via regular staff visits and via Governors who sit on the Boards of the international schools. Over the years Shrewsbury UK graduates have visited Bangkok to enjoy gap year opportunities there.



The Application Process

Please complete the Shrewsbury School application form together with a covering letter.

Please submit your completed application form and covering letter via the link embedded in the relevant job advert on our website, which can be found via [Job Vacancies | Shrewsbury School](#).

Alternatively, you may prefer to send a printed copy, addressed to: The Human Resources Department, Kingsland House, Shrewsbury, Shropshire, SY3 7BB.

The closing date for applications is Friday 17th July 2026, 12:00 Noon

Start date: **ASAP**

Short-listed candidates will be invited to interview during the week commencing **Monday 20th July 2026 (Interviews likely to take place Thursday 23rd July)**

Offers will be given verbally and in writing as soon as possible following the interview.

The School reserves the right to appoint at any stage of the recruitment process.

Queries regarding the application process should be addressed to: recruitment@shrewsbury.org.uk or telephone 01743 250834.

Please note the Recruitment Guidance Notes on page 19.



Contractual Terms

Salary

The salary will be £26716.54 per annum.

Hours

This is a full-time, permanent position, working during term time and school holidays.

Normal working hours are 40 hours per week, working 8.30am to 5.30pm, Monday to Friday, with a one-hour unpaid lunch break.

Sick pay

The postholder will automatically join the contractual sickness scheme after the first six months of employment. In the event of sickness, after the qualifying period you will receive 6 weeks at full pay and 6 weeks at half pay, and thereafter Statutory Sick Pay.

Holiday

Shrewsbury School's annual leave year runs from 1 April to 31 March: a full year's entitlement is 28 days per annum, plus statutory bank holidays. New members of staff will receive a pro-rata entitlement in this leave year if employment commences part way through the year.

Pension

All support employees are eligible to join Shrewsbury School's Pension Scheme (employee 5%, employer 7.5%).

Life Insurance

The post holder will be able to join the death-in-service insurance scheme. In the event of your death whilst in Shrewsbury School's employment your estate will receive two times your basic salary.

Staff Benefits

Training & Development

All Shrewsbury School staff have the opportunity to access generous professional training; we seek to develop individuals in all areas of their school life.

Provision of Meals

During term time a free lunch is usually provided at our dining room, Kingsland Hall. Refreshments are provided on site.

Parking

Parking is provided free of charge on and around site in designated areas and with a school permit.

Sports Facilities

Our swimming pool has both staff and family swim times. We have padel courts, tennis courts, squash courts and a gymnasium which are available for staff use.

Cycle to Work Scheme

The scheme gives employees access to significant savings on cycles and accessories used for commuting purposes.

Employee Assistance Programme

Staff can access free wellbeing support, counselling, advice and guidance.

Recruitment Guidance Notes:

Shrewsbury School 2026

Terms of Appointment

Under the Department of Education's Keeping Children Safe in Education Regulations we have a legal duty to follow safer recruitment checks. Therefore, any appointment will be subject to the following employment checks:

Probationary Period

All appointments are subject to a probationary period.

Application Form

All candidates must complete our application form to be considered for a job. You must list your employment history from the date you left full-time education and give details of any employment gaps. This should be accompanied by a covering letter which details your suitability for the role and what you would bring to the School.

Note: Unfortunately, CVs are not accepted.

Please submit your completed application form and covering letter via the link embedded in the relevant job advert on our website, which can be found via [Job Vacancies | Shrewsbury School](#).

References

In order to assess candidates' suitability, we shall request at least two references. Please note that in accordance with best practice Shrewsbury School will follow up written references with a telephone call to the referee. The School will also follow up recent employment within an educational setting.

Right to work in the UK

If you are invited to attend an interview you will be asked to bring identification with you to confirm your right to work in the UK. We ask that you bring **three** forms of identification with you, to include:

- ✦ Current passport, share code or eligible immigration document
- ✦ Current driving licence
- ✦ Birth or adoption certificate for the UK or Channel Islands - issued within 12 months of birth (*including those issued by UK authorities overseas, e.g. Embassies, High Commission and HM Forces*).

Evidence of qualifications

If you are invited to attend an interview you will be asked to bring original evidence of your qualifications.

Medical Fitness

If successfully appointed, you will be asked to complete a health declaration questionnaire and if necessary, an occupational health referral will be made.

Safer recruitment checks

Please read through the School's Safer Recruitment Policy which will give full details of the safer recruitment checks undertaken as part of the on-boarding procedure. If you have any questions on any of these checks please contact us. In summary, below are details of some of the checks carried out.

DBS Disclosure and other checks

If you have ever been convicted of a criminal offence, bound over or cautioned, you must read carefully the section of the application form headed 'Criminal Convictions'. The appointment is subject to a satisfactory Enhanced Disclosure & Barring Service (DBS) Certificate.

Overseas Police check

If you have spent time abroad for three months or more in the last five years you will be required to obtain an overseas check from that country. The School will support the successful candidate through this process.

Prohibition check

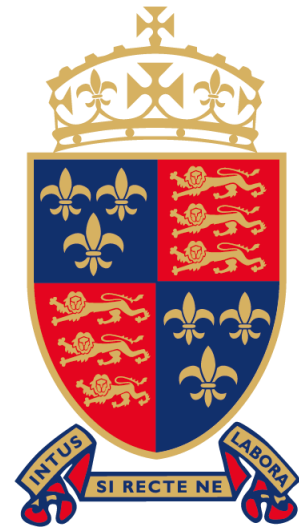
Some pupil facing job roles require the School to carry out a prohibition check. This is carried out online via the Department for Education website.

Social Media check

The School is required under Keeping Children Safe in Education to carry out a social media check on all candidates invited for interview.

Shrewsbury

CO-EDUCATIONAL BOARDING & DAY SCHOOL



The Schools, Shrewsbury. Shropshire SY3 7BA.

Email: recruitment@shrewsbury.org.uk

Telephone: 01743 280500

www.shrewsbury.org.uk

Registered charity number: 528413

