

Shrewsbury

CO-EDUCATIONAL BOARDING & DAY SCHOOL



Information for Candidates

IT Infrastructure and Security Engineer

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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.



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. The School is now ranked amongst the leading co-educational boarding schools in the world, educating around 840 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 (co-educational, boarding and day school for pupils aged 3-13) became part of the Shrewsbury family of Schools in 2019.

Shrewsbury is a registered charity with a number of wholly owned trading companies, an annual income of over £35m and a staff of 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. A full refurbishment of Rigg's Hall, one of our boys' Houses, completed in 2022, with refurbishment projects of Churchill's and Ingram's Hall finished in December 2023. 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.

The IT Department

The Director of Marketing, IT and Communications manages the school's Marketing Department and IT Services, with the Head of IT Operations leading on the operational requirements and services in IT on a day-to-day basis.

IT Services at Shrewsbury School are responsible for the delivery, maintenance and security of all digital systems across the Shrewsbury family of schools. This includes the management of infrastructure, networks, servers, cloud platforms and end-user devices; support for teaching, learning and administrative systems; safeguarding technology and cyber security; data management and compliance with GDPR; service desk and user support; and the planning, procurement and lifecycle management of hardware, software and IT services.

The department ensures that pupils and staff benefit from a safe, reliable and innovative digital environment that underpins the school's academic, pastoral and operational excellence.

Job Description

MAIN PURPOSE OF ROLE

The Infrastructure & Security Engineer is a hands-on technical position that will develop, maintain and secure the School's IT infrastructure across the Shrewsbury family of schools. The postholder will ensure the reliability, scalability, and safeguarding of the network, cloud tenancy, identity, endpoints, and classroom technologies. They will support the prevention, detection and response to cyber threats, contribute to data protection compliance, and ensure strong business continuity through robust backup and disaster recovery.

LEVEL OF POSITION

The post holder will report directly to the Head of IT Operations and works closely with the IT Technicians, the MIS Data Manager and the Director of Marketing, IT and Communications, as well as external partners and managed service providers. It is a critical role in ensuring pupils and staff experience a safe, secure, and reliable digital learning environment.

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:

Infrastructure (Accountable/Hands-on)

- Identity & Access Management – Administer and maintain Active Directory and Entra ID (Azure AD) environments. Ensure that staff and pupils are provisioned with appropriate access rights, enforce multi-factor authentication (MFA) and single sign-on (SSO), and implement least-privilege principles. Oversee robust joiner, mover, and leaver processes to minimise risk.
- Endpoint and Device Management – Deploy and manage devices through Intune/MDM (or equivalent). Oversee patching schedules, compliance policies, imaging and configuration baselines to ensure devices remain secure and functional for staff and pupils.
- Server and Cloud Administration – Manage on-premises and virtualised servers (Windows Server and Linux) as well as cloud services. Administer and optimise

Microsoft 365, and where required, provide support for legacy Google Workspace environments and SaaS applications used across the School.

- Network Management – Administer the core and edge switching estate, VLAN configuration, and enterprise Wi-Fi environment. Ensure DNS, DHCP, and network performance are monitored and optimised to deliver a reliable user experience in both teaching and boarding environments.
- Backups and Disaster Recovery – Monitor and test backup systems (e.g. Veeam) to ensure data can be restored effectively. Define and maintain recovery point objectives (RPO) and recovery time objectives (RTO), and prepare and test disaster recovery playbooks to ensure business continuity.
- Classroom and AV Technology – Support the reliability and connectivity of classroom technologies, including AV equipment and related software, ensuring teaching spaces are equipped for seamless digital delivery.

Systems Administration

- Work alongside the MIS Data Manager to oversee the use of all MIS systems and databases across school, ensuring all systems are updated and administered appropriately maximising uptime and minimising issues.
- Support the Head of IT Operations and MIS Data Manager to ensure that all technical issues, faults and problems arising on a day-to-day basis with the MIS and software systems are addressed efficiently and effectively.
- Work alongside the MIS Data Manager to support activities to install, test, maintain repair and review all School MIS systems and software, whilst creating and updating documentation when necessary.
- Support the Head of IT Operations and MIS Data Manager to ensure the provision of MIS access to staff, students and parents, including the creation of accounts and passwords and assisting the academic department with timetable transfers and ISAMs “yearly rollovers”.
- Work alongside the Head of IT Operations, Senior Technician and MIS Data Manager to manage access protocols and permissions for each data system with a view to agreeing standard criteria related to roles and ensuring a strict starter and leaver procedure.
- Work alongside the MIS Data Manager to oversee the use of Application Programming Interface (API) keys (From ISAMS & Office 365) and XML feeds (SOCs to MSP) to ensure only relevant information is passed between systems.

Security & Safeguarding (Senior Support)

- Cyber Security Roadmap – Work with the Head of IT Operations to design, maintain, and implement the school’s cyber security roadmap. Maintain a clear risk register aligned with the School’s risk appetite and compliance obligations.
- Security Controls – Implement, monitor, and maintain endpoint detection and response (EDR), antivirus solutions, email/AI filtering, and web filtering/monitoring tools in line with Department for Education standards. Ensure appropriate use of logging and security information and event management (SIEM) tools where required.
- Vulnerability and Patch Management – Monitor for vulnerabilities across systems and ensure timely remediation in line with agreed service levels. Report on compliance levels and address gaps proactively.
- Incident Response – Act as lead responder for IT security incidents. Manage triage, containment, forensics coordination, resolution, and post-incident reviews, ensuring lessons learned are embedded into practice.
- Security Awareness – Support the delivery of staff and pupil awareness training through phishing simulations, targeted communications, and micro-learning modules to promote a culture of security.
- GDPR and Data Protection – Contribute technical expertise to Data Protection Impact Assessments (DPIAs) and support privacy-by-design principles in IT projects. Maintain technical asset registers and data flow maps. Work closely with the DPO and Data Manager in the assessment and notification of potential breaches.

Operations & Vendor Management

- Escalation Point – Provide 3rd-line support for issues escalated from Senior Technicians and Technicians. Develop knowledge base articles and runbooks to support the transfer of expertise and reduce future escalations.
- Supplier and MSP Management – Liaise with external service providers and key suppliers to ensure SLAs are met, licensing remains compliant, and services are delivered to agreed quality and security standards. Manage change and release processes to minimise risk to the School.
- Capacity Planning – Contribute to IT planning by monitoring usage trends, anticipating future requirements, and recommending appropriate infrastructure investments. Support lifecycle and asset management to ensure systems remain current and effective.

Documentation & Governance

- Technical Documentation – Produce and maintain accurate and up-to-date network diagrams, configuration baselines, and system documentation. Ensure all privileged access credentials are securely managed in the School's password management system.
- Reporting – Prepare quarterly reports for the Director of Marketing, IT and Communications, summarising the School's risk posture, security incidents, system KPIs, and recommendations for ongoing development of infrastructure and security.

Suitability to work with children

- Shrewsbury School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- The postholder must comply with the School's Safeguarding & Child Protection policy at all times.
- The postholder must undergo Safeguarding & Child Protection training as directed by their Line Manager.
- Full safer recruitment checks will be completed on successful candidates which will include an Enhanced Disclosure & Barring (DBS) check.

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

It is anticipated that the successful candidate will demonstrate the following:

Essential **Desirable**

Qualifications

Educated to Degree Level or equivalent in an IT-related discipline.	✓	
Industry-recognised certifications such as Certified Information Systems Security, Certified Ethical Hacker (CEH) or Certified Information Systems Auditor (CISA) or equivalent. Evidence of continued personal professional development	✓	
Microsoft (MS-102 / AZ-104), CompTIA Security+, or equivalent certification.	✓	
Membership of a relevant professional body (e.g. BCS, ISC2).		✓
A full UK driving licence		✓

Work Experience

Proven experience administering Microsoft 365/Entra ID, Windows Server, and enterprise networks.	✓	
Substantial experience with endpoint/device management (Intune/MDM).	✓	
Experience with backup/DR platforms (e.g. Veeam).	✓	
Strong experience leading incident response and vulnerability management.	✓	
Experience in education or public sector IT.		✓

Essential **Desirable**

Work Experience continued

Experience with safeguarding filtering/monitoring technologies.	✓
Excellent interpersonal, customer service and telephone skills to liaise with a wide range of people both internally and externally	✓
Experience of managing external MSPs or suppliers.	✓

Specialist knowledge

Strong technical understanding of networking, firewalls, and cloud security.	✓	
Knowledge of GDPR, data protection, and safeguarding standards.	✓	
Understanding of zero trust, MFA, and conditional access.	✓	
Familiarity with scripting/automation (e.g. PowerShell).		✓
Exposure to SIEM/logging and advanced security monitoring.		✓

Personal attributes

Excellent interpersonal and communication skills.	✓
Strong problem-solving and analytical skills.	✓
A collaborative team player, able to also work independently.	✓
Attention to detail with the ability to see the bigger picture.	✓
Cultural awareness and sensitivity, aligned with the ethos of Shrewsbury School.	✓
A 'can do' approach with drive, enthusiasm, and commitment.	✓

Essential **Desirable**

Other / Special Working Conditions

- | | |
|---|---|
| Full-time, permanent role, with some flexibility to support events and IT incidents outside core hours. | ✓ |
| Work across the Shrewsbury family of schools remotely and in person as and when required | ✓ |
| Evidence of having a flexible approach to work to meet the demands of the School where necessary | ✓ |
| Occasional work outside normal office hours to meet the demands of IT Services and assist on events | ✓ |

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.

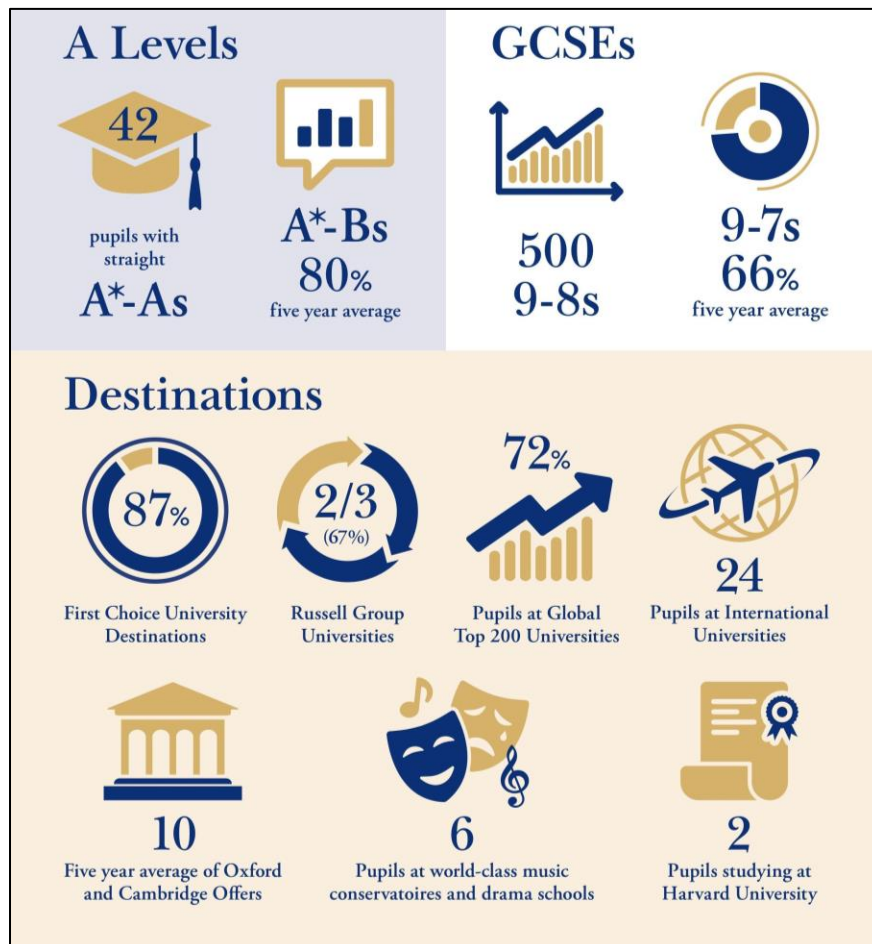
As a learning community, the school pursues academic knowledge, wisdom and truth with the aim of developing the ‘cultural capital’ of each child and instilling character strengths, aptitude and vital life skills, such as resilience and resourcefulness. The individual is able to flourish whilst also pursuing 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 10% of our leavers have gone on to Oxford and Cambridge and virtually all have won 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.



2024 Public Examination Results at Shrewsbury

Support Staff at Shrewsbury

Support staff provide management and operational support, in various careers, which enables teachers to focus on the teaching and learning of our pupils. We believe that having motivated and enthusiastic staff who want to support teaching and learning is critical to our academic provision.

We will always strive to achieve the highest possible standards in the breadth and quality of our curriculum, the provision of our facilities and resources and achievements, whether academic, sporting, musical, theatrical or artistic, of our pupils and our staff.

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 support staff inspiring our pupils through their dedicated professional support.

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 also has strong links to a house and will be involved in a duty evening plus helping out with house events and trips.



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 to be launched in Phnom Penh, Cambodia. Plans are afoot to open further international schools in the coming years, including Shrewsbury School India in 2025.

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 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 email your documents, ideally as 'pdfs' to: **recruitment@shrewsbury.org.uk** by the closing date and time.

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

Closing Date: 12pm, Monday 10 November 2025.

Interviews will be held at the school on Friday 14 November 2025.

Short-listed candidates will be contacted by telephone.

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 applications should be addressed to:
recruitment@shrewsbury.org.uk or telephone 01743 250834.

Please also see the Recruitment Guidance Notes on page 21.



Contractual Terms

Contractual staff benefits

Salary

We offer a competitive salary which will be dependent upon skills, qualifications and experience.

Hours

This is a full time, permanent position working 40 hours per week, all year round.

The successful person must be able to show a degree of flexibility in working hours as they will be required to work varied hours according to the needs of the school and commensurate with the level of this post. Annually, there will be approximately 6 weekends of being “on call” (incorporated into your salary) inclusive of 6 Saturday mornings of being “on site”, which will be taken as TOIL. There will also be an additional 2 Sunday evenings of “on call”, which again will be taken as TOIL.

The actual hours of work will be as agreed with the Head of IT Operation, and in accordance with the business need of the department.

Sick pay

The postholder will automatically join the contractual sickness scheme after the first six months of employment. In the event of sickness, 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

While the kitchens are operational, lunch is provided in our dining room, Kingsland Hall.

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 staff family swim times. We have tennis courts, squash courts and a gymnasium which are available for staff use.

Discount Gym membership

There is a discounted gym membership that staff can access at a local club.

Cycle to Work Scheme

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

Counselling

Staff can access free counselling sessions through our assigned local counselling service.

Recruitment Guidance Notes:

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 twelve months' 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.

Note: CVs are not accepted.

Your letter and application form should be sent as a pdf to:

recruitment@shrewsbury.org.uk

References

In order to assess candidates' suitability, we shall request at least three references. Please note that in accordance with safer recruitment regulations, 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 an occupational health statement and if necessary, complete a pre-employment health screening.

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.

Disclosure & Barring Service (DBS) Disclosure:

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.

Online check

Under the Keeping Children Safe in Education guidance, the school is required to carry out online searches of publicly available information for shortlisted candidates.



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