THE BEACON

Guiding the next generation

2nd Line IT Support Technician

Permanent - Full Time

For November/ December 2026

INTRODUCTION

The Beacon was founded in 1933 by its first Headmaster, Stanley Fieldhouse, opening with just 5 pupils.

Today, The Beacon has over 450 pupils from Nursery to Year 8 and is set in 18-acres within the Chilterns countryside, located in Amersham.

Whilst The Beacon has traditionally educated boys, the school is to become fully co-educational in September 2027. The first girls will start by joining the School from September 2026.

GUIDING THE NEXT GENERATION

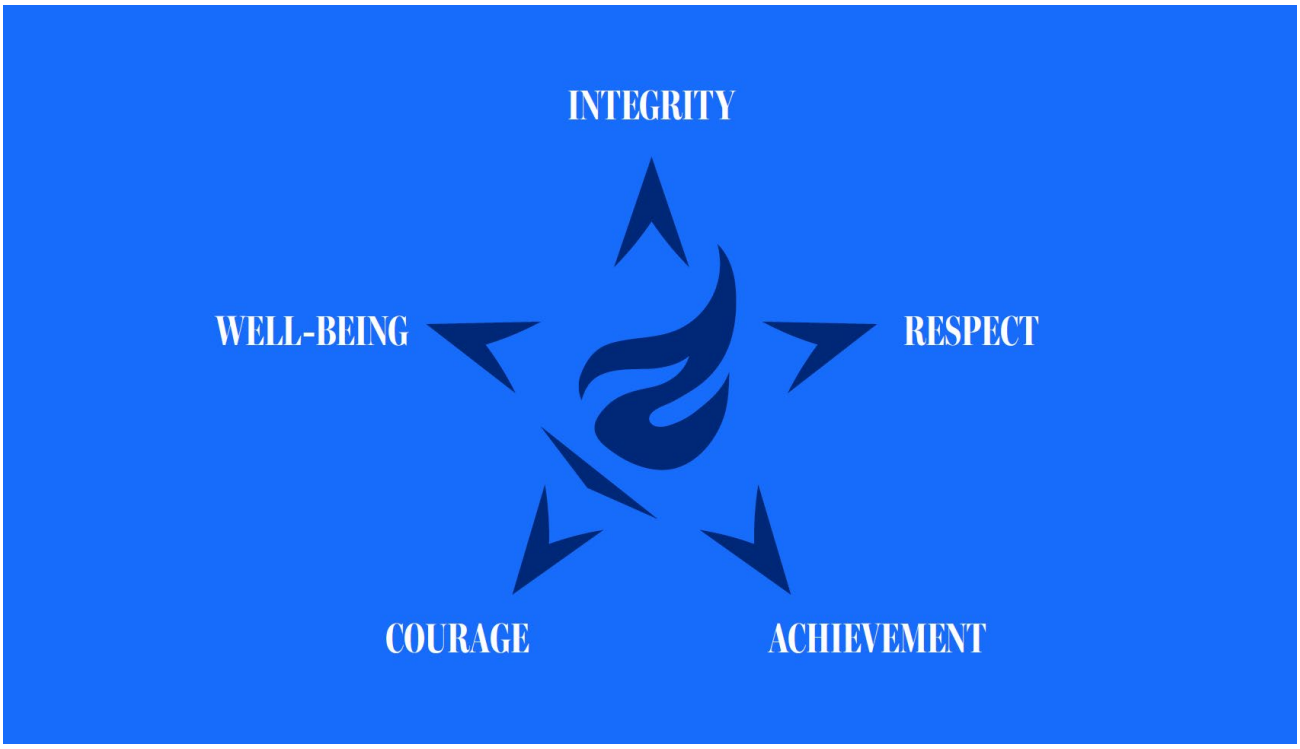
The Beacon prides itself on academic excellence, abundant opportunities and our ability to identify an individual's potential; preparing them for what's now, what's next, and wherever life may take them.

ACHIEVE ACADEMICALLY. PROSPER PERSONALLY.

From the first steps to the last exam, our team of inspiring teachers and staff deliver best-in-class education in an enriching and enlightening environment.

THE BEACON VALUES

Our values are embedded into Beacon Life.



WELCOME FROM THE HEADMASTER

Dear Applicant,

Thank you for your interest in our role of **2nd Line IT Support Technician** at The Beacon.

This is a key role managing the daily delivery of all technical support activities across our school site. In this post, you would assist the IT Manager with the maintenance and development of all IT infrastructure, systems and services as required. You would also operate as second and third line technical support and act as the supervisor of the other IT technician. **Due to nature of the IT work and operational needs of the school, this role along with the whole IT team is 100% based on site.**

The successful candidate will have excellent communication and organisation skills, being capable of managing several simultaneous tasks and working effectively to meet targets and deadlines. Excellent all-round technical skills and the ability to problem solve and learn new skills independently are essential to the role. Experience of supervision, acting in a similar role and/or experience of school IT environments would be an advantage.

The Beacon is a large prep school for pupils aged between 3 and 13, with superb facilities and resources that support a forward-looking educational environment. The school is accessible by Chiltern Railways and Met Line, located close to Amersham town.

To give you a flavour of life at The Beacon, please look at our website beaconschool.co.uk. Here, you will find our Safeguarding and Child Protection Policy too.

The Beacon is an exceptional school, and we seek exceptional people. I look forward to hearing from you.

Nick Baker
Headmaster

IMPORTANT NOTE:

- *The school is committed to safeguarding and promoting the welfare of children. Safeguarding checks will be undertaken in accordance with School policy*
- *The safeguarding responsibilities of the post can be found in the job description and person specification in this recruitment pack*
- *The post is exempt from the Rehabilitation of Offenders Act 1974.*

JOB SPECIFICATION

Job Title: **2nd Line IT Support Technician**

Reporting to: **IT Manager**

Hours: **Full-time, 5 days a week (40 hours per week)**

Main Duties & Responsibilities

- To implement and manage projects as directed by the IT Manager.
- To act as a supervisor and mentor to the other IT technician staff, assisting their continued professional development.
- For those you supervise, to oversee and monitor the team members' service delivery - highlighting any areas for improvement and ensuring that their expertise and ability to service is at the highest levels expected by the School
- To provide 2nd / 3rd line support for all school systems and manage the IT helpdesk queue, ensuring SLA's are met.
- To provide 1st line support when required to meet the school's needs.
- To identify and feed back ideas for operational improvements to the IT Manager and work with them to implement those deemed worthwhile for the school.
- To assist, as directed by the IT Manager, with the maintenance of all School IT infrastructure and services.
- To ensure system documentation is kept and up to date for all IT systems.
- To design and deliver staff IT training, both written and in person, as directed by the IT Manager.
- To assist with the testing and development of disaster recovery procedures, in co-operation with the IT Manager.
- To track the latest developments in IT for teaching and learning, feed back any of potential note to the IT team and work with wider school management teams to implement those deemed worthwhile for the school.
- To operate in accordance with policies on data protection, e.g. GDPR, DPA, etc. and assist in reviewing and ensuring compliance of school systems with such policies.
- Any other duties that the School might require commensurate with the post.

SAFEGUARDING

Promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact; following the School's safeguarding policy at all times and using the internal systems/contacting the DSL for monitoring safeguarding, wellbeing and pastoral issues

Please Note:

- *The role may bring you into regular contact with children and as such a level of responsibility for children. The role constitutes regulated activity with children.*
- *In the role, you may also be required to undertake such other duties as the Head reasonably requires from time to time.*

TERMS

Basis: Full-time contract, 52 weeks (8 hours per day, Mon – Fri, by rota for the IT team to be able to service the School between the hours of 8am and 6pm)

Holiday: 6 weeks paid annual leave

Benefits: Free lunch, Support Staff Pension, Death in Service and Income Protection – subject to rules of the relevant schemes. There is potential for accommodation on site in the future.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications		*Relevant IT /Technical degree*
Experience	• *Wide-ranging IT support experience* • *On-premises and hybrid server and in-house networking experience*	*Experience of IT in educational settings, experience of team leadership and staff mentoring* *(Note: it is not essential to have worked in the Independent sector)*
Skills	• *IT diagnosis, 3rd-line support, resolution and system management*	*Exposure to a wide range of auxiliary systems (e.g. CCTV, access control, IP telephony, etc.)*
Knowledge	• *Understanding of Azure/365, Hyper-V virtualised environments, helpdesk management*	*Knowledge of school MIS systems, and other educational demands, services and software*
Other	• *Highly professional with positive outlook* • *Able to quickly settle into new environments* • *Commitment to deliver first class service. Friendly and approachable* • *Ability to remain calm and professional in all situations* • *Self-motivated and versatile* • *Strong attention to detail and organisation skills* • *A problem solver/ solutions orientated* *Team player* • *Excellent role model* • *An unwavering commitment to safeguarding*	

THE PROCESS

The school is committed to safeguarding and promoting the welfare of children.

All applicants must be prepared to undergo appropriate child protection screening, including checks with past employers and the Disclosure and Barring Service. The Beacon is an equal opportunities employer. References will be required and any relevant issues arising from such will be taken up at interview or a suitable point during the process.

Candidates who have a disability or any other special requirements should let the school know if there are any reasonable adjustments they would like the school to make as part of this recruitment process.

There is a requirement to complete the school's Application Form. Please download from TES/the school's website and send a copy of your completed Application Form and covering letter by e-mail to: recruitment@beaconschool.co.uk

Closing date for receipt of applications is Sunday 08 November 2026. Interview date to be confirmed.

We would encourage you to submit your application early as we reserve the right to close vacancies earlier than the deadline – if, for example, we receive a number of applications of interest early on.

Please note: *CVs cannot be accepted. Whilst an interview is to be used as the primary feature of the selection process, if invited for interview you will be advised as to whether any additional selection methods will be required to supplement the interview. This may include a lesson, presentation and/or other task. Whatever methods are chosen, the panel will use these to assess the merits of each candidate against the job and person specification.*

CONTACTS

Address: The Beacon, 15 Amersham Road, Chesham Bois, Amersham, Bucks, HP6 5PF

Telephone: The HR team at The Beacon 01494 433654

Email: recruitment@beaconschool.co.uk

Website: beaconschool.co.uk