



Prior Park Gibraltar

Post: Senior IT Technician

Reporting to:

1. Head of IT (HIT), Prior Park Schools

Prior Park Schools

Prior Park Schools is a family of Christian schools based in Bath and Gibraltar. Together, the Schools offer education for pupils aged between 3 and 18. Since the establishment of Prior Park College in 1830, the family has grown, with The Paragon School joining in 2006, and Prior Park School Gibraltar being opened by Prior Park Schools in 2016.

The Schools' Mission is to steward a thriving family of communities with love for the young people they serve at their heart. These vibrant communities cultivate creativity, foster integrity, and transform lives.

Across three sites, the Schools educate over 1100 young people of all faiths and none. The values underpinning the Mission and the Schools' educational offerings are Curiosity, Generosity, and Courage. The Schools believe that quality education changes lives and that outstanding schools are engines for positive social transformation.

Our Schools provide excellent teaching, equipping our young people to leave for a variety of exciting destinations. The success of what the Schools do in the classroom is intertwined with their co-curricular offerings. The young people undertake a wide variety of activities, which, in addition to being fun, challenge them to persevere to succeed. We work together imaginatively and courageously to hone the skills our young people need to forge their place in the world.

Prior Park Schools (PPS) have long been renowned for the quality of their pastoral care. Grounded in the love that sits at the centre of our Mission, our pastoral ethos allows young people to feel safe and secure to challenge themselves, to learn who they want to be, and to discover the difference they want to make.

Each of the Schools' Heads are supported by a Leadership Team, who together lead the day-to-day educational business of their respective schools. The Board of Trustees provides governance and support for the Heads and their schools via a number of Advisory Committees which include Local Boards for each of the schools, the Finance, Audit, Investment & Risk Committee (FAIR), an Education Committee and Safeguarding oversight.

The Executive management of the schools is devolved to the Prior Executive Board (PEB) which comprises the Heads of each constituent school and Chief Operating Officer. The PEB drives the strategic development of PPS, ensuring that it is on track to deliver its Vision and thereby remains a market leader in independent education.

Purpose of the Role

The Senior IT Technician (SITT) is a key role and will work closely with the Head of IT (HIT), the IT Services Lead (ITSL) and the IT Operations Lead (ITOL) to provide an exemplary, effective, modern and ITIL aligned managed IT service for Gibraltar and across Prior Park Schools.



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Contacts

The SITT can expect to have contacts across a wide range of stakeholders both within Prior Park School Gibraltar, and overseas, with the Central Business Support Staff Team in Bath and a wide range of external stakeholders. The SITT reports directly to the Head of IT (HIT) and will work closely within the central IT Team in Bath.

The Department

The IT Department at Prior Park Schools is a dynamic and fast-paced environment, delivering comprehensive IT services across the Trust. The role encompasses a broad range of responsibilities, including development of systems and infrastructure, routine operational tasks, responsive support, fault diagnosis, and the delivery of ongoing projects.

The department places strong emphasis on proactive working practices, encouraging individuals to anticipate issues, identify opportunities for improvement, and take initiative to enhance systems and processes. Continuous self-learning is also key, with team members expected to actively develop their knowledge and skills of our systems.

While the role requires independence and initiative, it is supported by a collaborative team culture that values shared expertise, mutual support, and continuous improvement.

The Role

The SITT offers the opportunity to develop experience in managing and supporting both on-site and cloud-based enterprise platforms across all three school sites as well as to contribute towards building and developing an effective IT Service.

The role is based at Prior Park School Gibraltar (PPSG) but provides support to the IT team in the UK as required. Travel to other locations, including overseas, may be required as part of wider Prior Park Schools work.

The SITT will need to be flexible in both their approach and the hours they work. Evening and weekend work will be required to support the School's schedule.

The SITT has a wide range of duties and responsibilities in its function to assist the HIT in the support of IT delivery, which include:

- Day-to-day to day support and monitoring of IT infrastructure of Prior Park School Gibraltar and, where necessary, Prior Park College and the Paragon School during times of unavoidable IT team shortages
- Manage, Maintain and develop the Trusts Azure AD and Microsoft 365 services.
- To support the members of staff nominated within PPSG to oversee the school's management information system (iSAMS)
- To maintain and develop audio-visual facilities at PPSG
- To work closely with the Head of Digital Learning and Strategy and Deputy Head (Academic) of PPSG to ensure that IT services can respond appropriately to the changing needs of the school as well as providing support to the pastoral team in



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delivering PSHCE and e-safety initiatives, as well as support for digital safeguarding concerns.

- To be the first point of contact for all PPSG IT issues, utilising the IT HelpDesk ticketing system to ensure all issues are recorded and actioned according to agreed levels of service provision
- To be responsible for all day-to-day aspects of infrastructure, security, backup, and DR at PPSG, reporting back regularly to the HIT, ITSM and ITOL
- New user creation in AD/365 both throughout the year and in bulk for the next academic year
- Purchasing of day-to-day IT equipment as required by the PPSG SLT, HIT, ITSL or ITOL, in line with agreed IT strategy
- Day-to-day recording of damage, loans and management of repairs internally or with the local partner
- To assist the HIT and ITOL with the development and deployment of IT projects at PPSG
- To be able to spot and respond to any emerging security or safeguarding threat to users or systems in accordance with cyber-incident and e-safety procedures
- In the absence of the HIT to carry out, with the ITOL, agreed action plans in case of system failure or security incident
- Assist the HIT, ITSL or ITOL in producing relevant system reports to support school policy initiatives such as GDPR, Safeguarding and Inspection
- The SITT is responsible for the day-to-day prioritisation and lead on tasks at Prior Park Schools Gibraltar, and managing the required actions through to resolution

Line Management

The SITT has no direct line management responsibilities

The tasks listed above are not exhaustive and other additional, reasonable duties falling within capabilities of the post holder may be required, depending on the needs of PPS.

JD reviewed April 2026

Professional Specification and Personal Attributes

The post holder must have good interpersonal and communication skills and be able to liaise with external stakeholders and staff at all levels in a friendly and professional manner. He or she will be expected to maintain the utmost confidentiality and will need excellent organisational skills and be able to demonstrate a methodical and organised approach.

	Essential	Desirable
Qualification	<ul style="list-style-type: none">• Educated to A Level or equivalent• Minimum of 5 GCSEs including English and Maths at Grade C or above or equivalent	<ul style="list-style-type: none">• Degree in a relevant subject
Experience	<ul style="list-style-type: none">• Proven experience of configuring and supporting Microsoft 365 environments• Proven experience of supporting enterprise level wired and wireless infrastructure• Firewalls and end point security systems• Supporting printers and copiers• Proven experience of supporting Windows and Microsoft Office applications including OneNote and Teams	<ul style="list-style-type: none">• Supporting users and systems in a large, educational environment• Supporting IT systems across multiple sites• Supporting Audio visual equipment in classrooms such as projectors, interactive screens and



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	<ul style="list-style-type: none"> • Management of mobile devices using MDM systems • Using an IT service desk system • Experience in developing and executing structured testing processes 	<ul style="list-style-type: none"> • whiteboards, audio equipment • Hyper-V virtualisation
Knowledge	<ul style="list-style-type: none"> • Sound working knowledge of Management Information Systems (MIS) • Knowledge of cybersecurity principles and best practices, including threat awareness, data protection, and safe use of digital systems. • Knowledge of ITIL and Key service management principals. • Sound knowledge of core networking concepts and practices 	<ul style="list-style-type: none"> • Knowledge of data integrators in a school setting • E-safety and online protection of children
Skills and competences	<ul style="list-style-type: none"> • Excellent written communication skills with the ability to produce high quality documentation • Strong numeracy and analytical skills with the ability to interpret complex data sets to identify trends, anomalies, and root causes of issues • Skilled in problem investigation, including isolating faults and applying logical troubleshooting methods • Excellent level of interpersonal skills to enable liaison with staff and external organisations • Excellent organisational skills, able to work to strict and often conflicting deadlines • Ability to prioritise and plan • An ability to work collaboratively across many departments and develop and maintain positive and supportive working relationships • A flexible attitude towards duties and working patterns to fulfil the requirements of the role • Excellent attention to detail 	

Child Protection

All staff employed by Prior Park Educational Trust must be committed to safeguarding and promoting the welfare of children and young people across our 3-18 Trust, both in and out of our Schools. All staff are expected to adhere to and always ensure compliance with the Trust's Child Protection Policy Statement. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Data Protection

In the course of employment at Prior Park Educational Trust, staff may have access to confidential information relating to pupils and their families and are required to exercise consideration in the way they use such information. Staff should not act in any way which might be prejudicial to the interests of any school within the Trust. Information which may



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be included in the category covers both the general business of the school and information regarding specific individuals. A strict code of confidentiality must always be adhered to. The Trust's schools operate under the Data Protection Act 2018 and implement policies that meet General Data Protection Regulations (GDPR). Staff must not at any time use the personal data held by the school or disclose such data to a third person.

Special Working Conditions

Prior Park Schools operates a policy under which smoking, including e-cigarettes or vaping, is not permitted anywhere onsite.

Schools are physically demanding environments and the SITT can expect to be involved in activities which may require physical exertion, e.g., as and when required, always observing health and safety regulations and practices.