



The
Ladies' College
Guernsey

IT Technician



June 2025

IT TECHNICIAN

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With effect from June 2025, we are seeking to appoint an IT Technician with a passion for IT and excellent customer service skills to provide innovative solutions to technical challenges faced by our colleagues and students.

The Ladies' College, Guernsey

The Ladies' College is one of the oldest girls' schools in the British Isles. It was founded 152 years ago by Governors who wished to offer their daughters the same education as their sons. Impressed by Cheltenham's model, they invited the then-Deputy of Cheltenham Ladies' College to establish The Ladies' College, Guernsey, and the relationship between the two Colleges continues.

The College has three aims – to empower young women, to lead in educational innovation and to be woven into the fabric of Guernsey.

Empowering Girls

Since its inception, the College has carved out space for the voices of young women. Unlike many institutions of the time, The Ladies' College worked hard to create space for girls to find their authentic passions and interests. Thus, from the College came the first female politicians in Guernsey, one of the earliest British doctors, pioneers and scientists, entrepreneurs and leaders in technology, lawyers and business leaders, musicians, writers and journalists.

Today, the College still prides itself on creating space for young women. Whether this be them using their voice in our TEDx event, debating or public speaking or throwing themselves into our high-achieving sports teams, encouraging our girls to take up space and use their voices to have a positive impact on the world is at the heart of what we do.

Leading in Educational Innovation

The College recognises that due to factors such as the Climate Crisis and AI, we are at a moment of profound change and thus need to authentically consider how best to support our students to develop the skills they need for a fast-changing world.

Working with our Pathways Partners (external CEOs, thought leaders and institutions such as PwC, Specsavers and UCL), we have identified key skills and competencies our students will need for the future. These fall under the following categories – Know Oneself, Lead and Influence, Play and Create, and Analyse and Adapt.

In 2022, we launched Future-Ready Skills across our Key Stage 3 curriculum, covering areas such as coding, problem solving, independent research, media analysis and independent projects.

In 2024, we launched Pathways, a parallel curriculum that sits alongside A Levels. Lower Sixth students opt for one of the four pathways (Business Leaders, Innovators and Creators, Changemakers and Science Pioneers) alongside a core course which covers areas such as AI and Global Competency, as well as skills like leadership, decision making and assertiveness.

In addition, every member of staff has been allocated Sixth Form mentees whom they meet weekly, supporting the girls in setting targets against our four areas of Pathways Skills.

Woven into the Fabric of Guernsey

The Ladies' College is woven into the history and culture of the beautiful island of Guernsey. We sit on a single site on the outskirts of St Peter Port, the main town on the island, and our site includes Melrose, the modern Senior School and a separate Sixth Form study and social space called The Leaf Centre.

The College is deeply committed to its community, with girls invested in a number of local projects, from ecological research through to charitable work. Our sports department offers training camps and competitions for children across the island, and all the children on the island play together in orchestras through the Guernsey Music Service on Saturdays.

Unlike in the UK, almost a third of Guernsey's children attend one of the three independent colleges, and due to the shared co-curricular and social life of Guernsey, children mix freely between all of the schools. Moving forward, the College wants to continue to play its role in shaping and supporting the island, particularly in the areas of empowering female voices (indeed, we host the annual Big Debate and bring women of all ages together for International Women's Day each year) and educational innovation.

Our Vision:

Shaped by our values, we empower our community to do what is right, come what may: "Fais ce que dois advienne que pourra".

Our Aims:

To enable girls to:

- Access an ambitious environment and curriculum that prepares them for a rapidly changing world.
- Realise the power and value of their voice.
- Value inclusion, authenticity and kindness.
- Contribute to a culture of joy, play and exploration in which they can experiment, connect and learn

LIVING AND WORKING IN GUERNSEY

Guernsey offers a special and different way of life. Staff speak highly of the College as a place to work and Guernsey as a place to live. Many of the cultural and sporting fixtures are participatory, and those who live on the island find that they are actively involved in activities that enrich their lives.

Be prepared for fantastic scenery, beautiful walks and cycle routes and a wealth of things to do. Islanders are extremely proud of the pretty cobbled town of St Peter Port that rises up from the impressive harbourfront. Crime is low, and people are friendly. Guernsey also boasts stunning views from the cliffs, and the cleanliness of both the sea and its beaches is well known. Outdoor living is an important part of being in Guernsey. There is so much from which to choose, both on and off the water, as well as plenty of opportunities to 'island hop' to the other Channel Islands or travel by sea to France.

Guernsey is part of the British Isles but not the United Kingdom. It is part of a group of islands, including Alderney, Sark and Herm, which are together called the Bailiwick of Guernsey. The Bailiwick is a Crown Dependency with its own system of government, laws and courts, and Guernsey's Government is known as the States of Guernsey. The island is a thriving international finance centre and offers a wide variety of opportunities for work and leisure.

Numerous daily flights link the island directly to Gatwick (45 minutes), Southampton, Exeter, Manchester and Birmingham. There are also direct flights to Grenoble, as well as the other Channel Islands and many UK destinations. Car and passenger ferries operate regularly to St Malo and various ports along the south UK coast.

Residence in Guernsey is controlled by the Committee for Home Affairs who have political responsibility for "The Population Management (Guernsey) Law, 2016". The College is required to apply for either a Medium-Term Employment Permit (MTEP), duration up to 5 years, or for a Long-Term Employment Permit (LTEP), duration up to 8 years, on behalf of employees who are not locally qualified residents.

IT Technician JOB DESCRIPTION

Candidate Criteria

All necessary training will be provided but this post requires:

- Experience in a similar IT support or technician role, preferably in an educational setting.
- Strong technical knowledge of Microsoft 365, Intune, Entra ID, and Windows 11.
- Familiarity with Microsoft Defender, Endpoint Manager, and Autopilot.
- Experience administering print management systems, particularly Papercut.
- Excellent problem-solving and troubleshooting abilities.
- Effective communication skills and ability to explain technical issues to non-technical users.
- Organised, proactive, and customer-service focused.
- A collaborative approach and the ability to work effectively as part of a team

Role and Responsibilities

- Provide 1st and 2nd line technical support to staff and students, ensuring timely issue resolution.
- Manage and maintain devices and user accounts using Microsoft Intune, Entra ID, and Active Directory.
- Support and administer Microsoft 365 services, including Teams, SharePoint, Exchange Online, and OneDrive.
- Deploy and manage Windows devices using Microsoft Autopilot and Endpoint Manager.
- Monitor and enhance system security using Microsoft Defender for Endpoint and related security tools.
- Provide support and maintenance for classroom IT equipment, including printers, projectors, and interactive displays.
- Provide AV setup and technical support for school events, assemblies, and productions.
- Administer the Papercut print management solution, including printer queues.
- Manage and configure the firewall and web filtering solution, ensuring appropriate content filtering and network security.

- Maintain local servers and the college's Wi-Fi infrastructure, ensuring performance, reliability, and security.
- Monitor system performance, maintain backups, and assist in disaster recovery planning.
- Collaborate with academic and administrative teams to support educational technology initiatives.
- Maintain documentation, asset records, and IT support logs.
- Keep up-to-date with new technologies and 3rd party applications, particularly within the Microsoft ecosystem.

Hours

07:30-17:00 Monday – Friday with a 1-hour lunch (unpaid) is to be taken daily. Lunch is to be scheduled by agreement with the IT Manager to ensure IT cover throughout the course of the day.

The IT Technician will also be available to work adjusted hours on request by the IT Manager. This is to support the College's programme of evening events (which require IT support). Adjusted hours are to be requested and agreed with a minimum of 5 working days' hours' notice to allow appropriate planning within the department.

Line Management

Reports to the IT Manager.

Remuneration

The remuneration for this post will be fixed at Point 762 of the States of Guernsey 'Non-Standard' scale; which equates to £33,501/annum FTE.

Other Benefits

The College provides a comprehensive support package for appointees relocating to Guernsey. This includes removal expenses and the cost of an island visit, from the UK, prior to taking up the post.

All colleagues employed on permanent contracts are eligible for a one third fee reduction (pro-rated for part-time staff) for one daughter based in either the Senior School or Melrose. A further one quarter fee reduction (pro-rated for part-time staff) is available for a second daughter. Details regarding places and entry requirements are available from the Registrar.

Equal Opportunities

The Ladies' College is an equal opportunities employer and does not discriminate against applicants on any grounds. The criteria for selection relate purely to the suitability of an applicant for the job for which they are applying.

Safeguarding

The Ladies' College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The successful applicant will be required to satisfy our standard employment checks, including the completion of a DBS Enhanced Disclosure

check. It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children.

Data Protection

This data has been requested by The Ladies' College exclusively for the purpose of recruitment. The Ladies' College will ensure that this is processed in compliance with its Privacy/Data/General Data Protection (GDPR) policy and Data Protection (Bailiwick of Guernsey) Law, 2017, and will ensure that any information disclosed within this form is not passed to anyone who is not authorised to have this information.