Queen Elizabeth's School

GURUGRAM, INDIA

CANDIDATE BRIEF FOR THE APPOINTMENT OF

IT Support Officer

Welcome Message

Thank you for your interest in joining Queen Elizabeth's School, Gurugram. I am delighted you're exploring the possibility of becoming part of our extraordinary journey. At Queen Elizabeth's Global Schools, we are doing something truly special. We are building an ambitious and inclusive family of schools inspired by the values and heritage of our founding school Queen Elizabeth's School, Barnet—one of the UK's most academically distinguished institutions. But while our standards are world-class, our mission is deeply human: to nurture confident, able, and responsible young people, who are ready to shape the world with both intellect and integrity.

We are unapologetically aspirational for every child and every colleague. That means we expect the best, but we also give our best. As part of our team, you'll find yourself surrounded by high-performing, like-minded professionals who support, challenge, and inspire one another every day. You will be empowered to lead, to grow, and to make a genuine impact.We are proud of the diverse and inclusive communities we are cultivating across our schools, and safeguarding is central to all that we do. This is a place where every individual, regardless of background, is seen, heard, and valued.

If you believe in the power of education to transform lives, and if you are excited by the idea of helping shape something exceptional from the ground up, we warmly invite you to take the next step with us.

Caroline Pendleton-Nash
CEO, Queen Elizabeth's Global Schools

Queen Elizabeth's School

GURUGRAM, INDIA

The School

At Queen Elizabeth's School, Gurugram, we proudly extend the distinguished legacy of Queen Elizabeth's School, Barnet—one of the United Kingdom's most celebrated academic institutions. Founded on centuries of tradition and intellectual rigour, our branch schools uphold an uncompromising commitment to academic excellence, character formation, and cultural enrichment.

Our vision is to cultivate dynamic, world-class learning environments where the next generation of confident, able, and responsible young people are shaped. We challenge our students to think independently, lead with purpose, and embrace a global perspective—all within a community that values tradition, discipline, and innovation.

By blending the timeless values of our founding school with the opportunities of a rapidly evolving world, we ignite curiosity, inspire ambition, and prepare our students to make meaningful contributions to society—as scholars, leaders, and changemakers.

Candidate brief for the appointment of *IT Support Officer.* Queen Elizabeth's School, Gurugram, India.

4

Our Values

Excellence
We pursue the highest standards in learning, leadership, and personal conduct.

Integrity
We act with honesty, fairness, and accountability in all we do.

Responsibility
We care for our world, serve our communities, and lead with purpose.

Community
We value diversity, inclusion, and mutual respect in all that we do.

Curiosity
We ask questions, seek understanding, and embrace lifelong learning.

Ambition
We challenge ourselves to grow, achieve, and exceed expectations.

Queen Elizabeth's School
GURUGRAM, INDIA

The Opportunity

IT Support Officer will provide technical assistance and ensure the smooth operation of the school's IT systems. This role is crucial in supporting the academic and administrative functions of the school by maintaining IT infrastructure, resolving technical issues, and assisting staff and students with their IT needs.

As a key member of the school team, you will play a pivotal role in aligning the school's vision with the overarching mission of Queen Elizabeth's Global Schools, upholding the values and legacy of our founding school, Queen Elizabeth's School, Barnet.

If you are a dynamic and forward-thinking leader who thrives in high-performance environments and is passionate about delivering exceptional education, we would be delighted to hear from you.

The Role

Job Title: **IT Support Officer**
Reporting to: **Head of Operations**

Technical Support and Troubleshooting

- Deliver responsive, professional first-line support for all users across the school, ensuring the seamless operation of hardware, software, and network services.

- Diagnose and resolve issues across a suite of devices including MacBooks, iPads, Apple TVs, printers, projectors, and interactive displays, in line with Apple Distinguished School standards.

- Configure and maintain user accounts, permissions, and profiles across the school's Apple ecosystem, ensuring secure and efficient access.

- Monitor and manage the IT helpdesk system, prioritising requests and ensuring high levels of satisfaction through clear communication and resolution tracking.

Network and Infrastructure Management

- Support the stability and performance of the school's wired and wireless networks, contributing to a secure, high-speed infrastructure capable of supporting 1:1 device environments.

- Assist in implementing regular system updates, backups, and security protocols, in alignment with industry best practice and internal IT policies.

- Work in close collaboration with the IT Manager to maintain a robust digital infrastructure that supports the school's academic and administrative functions.

Classroom Technology and Digital Learning Support

- Provide frontline support for classroom technologies, including Apple TVs, interactive whiteboards, AV systems, and cloud-based learning platforms such as Apple School Manager, Jamf, and iCloud for Education.

- Assist teachers in the effective integration of Apple technologies to enhance lesson delivery, student engagement, and personalised learning.

- Support the deployment, configuration, and troubleshooting of all school-issued devices within the 1:1 Apple device programme, ensuring readiness for teaching and learning.

Candidate brief for the appointment of *IT Support Officer.* Queen Elizabeth's School, Gurugram, India.

6

Operational and Administrative Excellence

- Maintain an up-to-date inventory of all IT and AV equipment, tracking warranties, licenses, and usage across the school estate.

- Document all technical procedures, solutions, and systems configurations to promote consistency and knowledge sharing within the IT team.

- Provide IT and AV support for school-wide events— including assemblies, performances, and parent engagements—ensuring professional and reliable execution.

- Contribute to the implementation of new systems, platform upgrades, and emerging technology solutions that advance the school's digital transformation.

Cybersecurity, Compliance and Digital Citizenship

- Support the implementation of the school's IT and data protection policies, ensuring compliance with local legislation and safeguarding frameworks.

- Identify potential vulnerabilities in school systems and proactively assist in strengthening cybersecurity measures.

- Support staff and students in developing digital citizenship awareness, including privacy, security, and responsible use of technology in an educational context.

Candidate brief for the appointment of *IT Support Officer.* Queen Elizabeth's School, Gurugram, India.

7

The Person

Qualifications and Experience

- Bachelor's Degree in Information Technology, Computer Science, or a related field.

- A minimum of 3 years of experience in IT support, preferably within a school or educational institution.

- Experience with managing IT systems in a Cambridge International Curriculum school environment is an advantage.

- Certifications such as Apple Certified Macintosh Technician (ACMT), Apple Certified Support Professional (ACSP), CompTIA A+, Microsoft Certified: Modern Desktop Administrator, or ITIL Foundation are desirable.

- Familiarity with local data protection and cybersecurity regulations is a plus.

- Strong technical knowledge of hardware, software, networking, and troubleshooting methodologies.

- Proficiency in Microsoft Office 365, Google Workspace, and other commonly used educational software.

- Knowledge of IT infrastructure, including LAN, WAN, Wi-Fi, and server administration.

Personal Qualities

- Outstanding communication and interpersonal skills.

- Highly organised with attention to detail and follow-through.

- Empathetic, warm, and approachable while maintaining professionalism.

- Discreet, diplomatic, and able to handle confidential matters sensitively.

Candidate brief for the appointment of *IT Support Officer.* Queen Elizabeth's School, Gurugram, India.

8

The Package

We believe that outstanding educators deserve outstanding support. Our compensation and benefits package reflect our deep commitment to attracting and retaining exceptional colleagues who share our ambition and values. Subject to individual status, our package includes:

Salary We offer a generous salary aligned to our internal salary scale, which is based on qualifications and experience. This scale is reviewed annually by the Governing Body to ensure it remains competitive with leading international schools. The salary reflects our expectation that staff contribute fully to the co-curricular, pastoral, and house life of the school. A strong commitment to holistic education is at the heart of our professional culture.

Medical Insurance Comprehensive medical insurance is provided for the employee and dependents (where applicable).
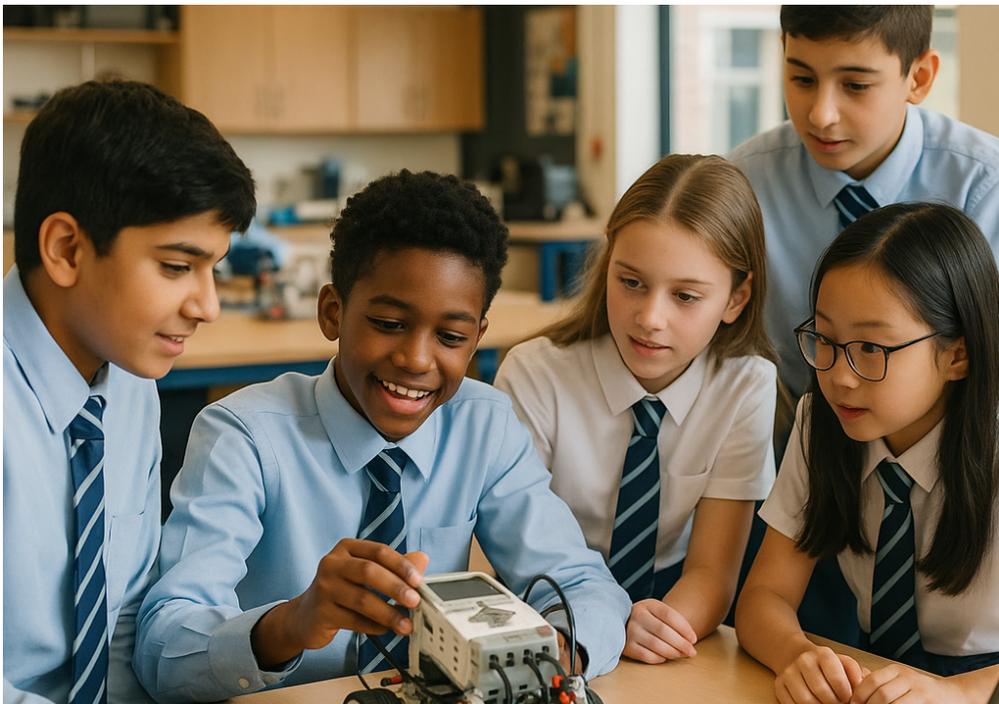
Gratuity End-of-service gratuity provided in accordance with local Labour Law.

Professional Development A dedicated Professional Development Fund is available to support continuous growth through courses, certifications, or attendance at leading educational conferences.

Discretionary End-of-Contract Bonus A discretionary bonus may be awarded upon completion of the contract, in recognition of performance and contribution to school life.

Wellbeing & Staff Culture A calendar of staff wellbeing and enrichment activities, focused on balance and connection. A supportive, inclusive environment where all colleagues are valued, inspired, and empowered.

Candidate brief for the appointment of *IT Support Officer.* Queen Elizabeth's School, Gurugram, India.

9

The Process

Applications should be submitted electronically via the TES platform. Please ensure that all required documents are uploaded as part of your application.

As part of the application process, candidates will be asked to present their vision for delivering outstanding IT Services that support to nurture confident, able, and responsible young people, in alignment with the mission of Queen Elizabeth's Global Schools.

Queen Elizabeth's Global Schools are an equal opportunities employer and is deeply committed to safeguarding our students, ensuring their safety and wellbeing. We expect all staff and members of our community to share this commitment and to promptly report any concerns about a student's or community member's safety or wellbeing. Applicants must be willing to undergo rigorous child protection screening, including checks with past employers and providing Police Clearance Certificates from all countries that the applicant has resided in.

Queen
Elizabeth's
School