



Junior IT Technician



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This is an exciting opportunity for a talented and hard-working individual with a desire to work in an environment that strives for excellence in all it does.

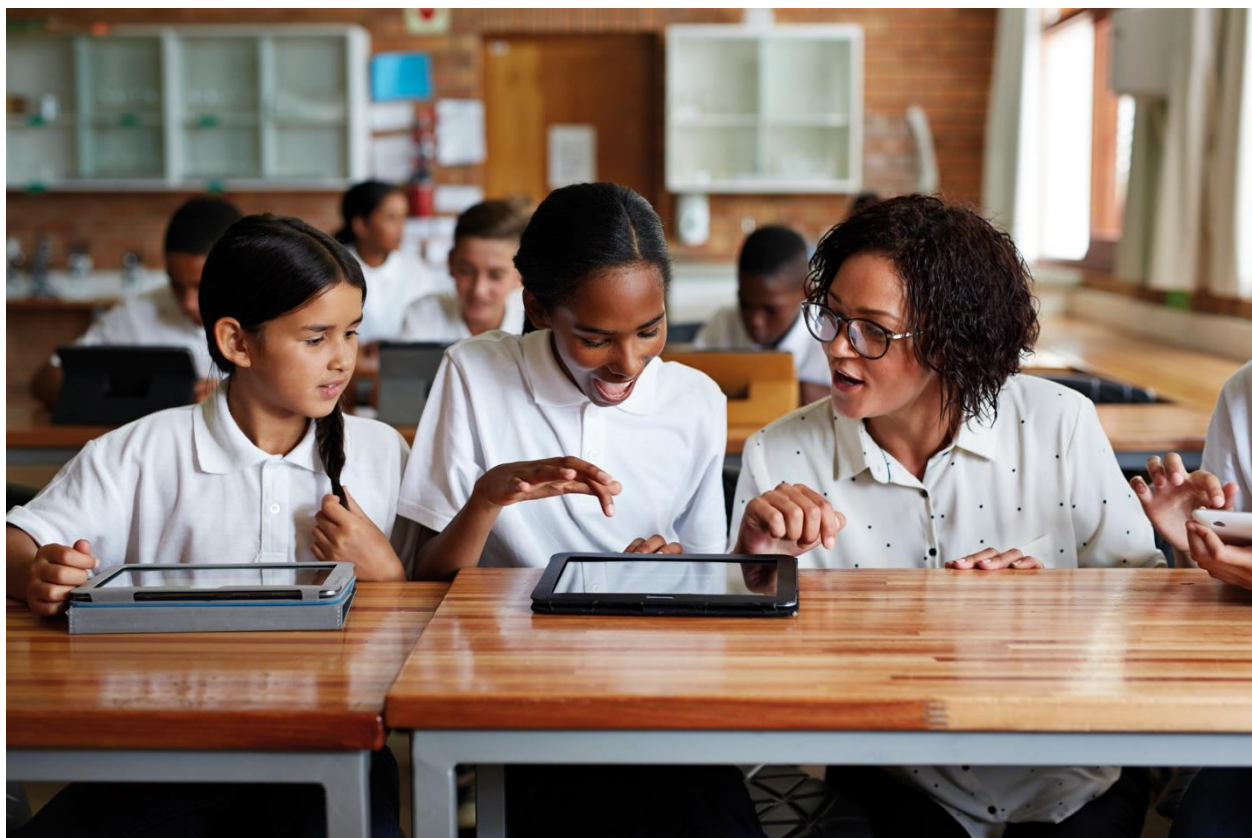
Position: Junior IT Technician
Reporting to: Initially COO (Subsequently IT Manager)
Line managing:
Collaborates with: All Staff Members

Job Description

We are looking for a technically skilled and experienced, proactive team-player to join our small but growing team as we create Charterhouse Lagos.

The Junior IT Technician at Charterhouse Lagos plays a crucial role in maintaining the company's IT infrastructure.

Charterhouse Lagos is committed to safeguarding and promoting the welfare of all our students and expects all applicants to share this commitment. We follow safer recruitment practices which are aligned with recommendations from the International Task Force on Child Protection. We aspire to the highest international standards of recruiting practices with specific attention to child protection. All appointments are subject to interviews, identity checks, criminal record checks, social media checks and successful references.



Job brief

Responsible for providing technical support, the role involves troubleshooting hardware and software issues, assisting in network management, and supporting various IT projects. Ideal for technically skilled individuals, this position requires problem-solving abilities, strong communication skills, and a keen interest in IT developments. The technician will work in a dynamic, collaborative environment, offering ample opportunities for professional growth. This position is well-suited for those eager to build a career in information technology and contribute to the efficient operation of our IT systems.

Qualifications	Essential	Desirable
Diploma or bachelor's degree in information technology, Computer Science, or related field.	Yes	

Skills & Experience	Essential	Desirable
Up to 1-2 years of experience in an IT support role (fresh graduates with relevant internships or project experience may also apply).	Yes	
Strong understanding of computer systems, mobile devices, and other tech products.	Yes	
Familiarity with Windows environments, as well as basic understanding of network protocols (TCP/IP, DNS).	Yes	
Familiarity with MS365 applications and administrative services	Yes	
Ability to multitask, prioritize, and manage time effectively.	Yes	
Excellent problem-solving skills and a strong customer service orientation.	Yes	
Effective communication skills, both written and verbal.	Yes	



Key Responsibilities

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1	Technical Support:
i	Act as the initial point of contact for IT-related queries.
ii	Provide prompt assistance in diagnosing and resolving hardware, software, and network issues.
iii	Respond to IT support tickets in a timely and efficient manner.
2	Network Maintenance and Support:
i	Manage the reimbursement process for staff and faculty, ensuring compliance with school policies and proper documentation. Assist in maintaining LAN and Wi-Fi networks.
ii	Conduct regular checks and updates to ensure optimal network performance.
iii	Troubleshoot network connectivity issues and collaborate with senior IT staff to resolve complex problems.
3	Hardware and Software Management:
i	Assist in the month-end closing process by preparing accounts payable reconciliations and supporting schedules. Set up workstations, including computers and peripheral devices.
ii	Install, configure, and update software applications, ensuring they are free of viruses and malware.
4	User Support and Training:
i	Assist in training staff on new technologies and IT procedures.
ii	Create and maintain user guides and documentation to help staff troubleshoot common issues.
5	IT Security:
i	Support the implementation of cybersecurity measures.
ii	Monitor systems for unusual activities and report security breaches to senior IT staff.
iii	Participate in developing disaster recovery plans.

6	Hardware and Software Management:	
	Collaborate on IT projects, such as system upgrades, migrations, or the rollout of new applications.	
	Provide support in testing and deploying new technology solutions.	



Official signing of the Charterhouse Lagos Agreement at Charterhouse UK

About our School

Opening in September 2024, Charterhouse Lagos aims to set a new standard in education provision in Nigeria and West Africa. With world-class facilities and a focus on excellence, we aim to create students with a passion for learning, for excellence and for leadership.

The school community is self-contained and lies in Ogombo on the Lekki Peninsula, Lagos. The secure compound will offer the best educational facilities in Nigeria. 24-hour security ensures that our students and staff can take advantage of the amazing facilities. We expect our older students to board at the school.

Facilities will include fully connected classrooms, science and STEAM labs, music, art, drama and library spaces, an 800-seat professional standard theatre, a 25-metre competition pool, along with a learn to swim pool, an NBA standard indoor basketball stadium, outdoor and indoor football pitches, and a beautifully landscaped campus that offers relaxation as well as a connection to nature.



Primary School Atrium

The school will offer an international education for students aged 5 to 18 (Years 1 to 13) using the British curriculum and leading to the IGCSE and A level qualifications. These will allow our students to aspire to the very best universities worldwide.

Opening a new school is a huge challenge and adaptability will be key. We aim to create British style international school reflecting the heritage and culture of the great UK independent schools. We are seeking leaders who will bravely tackle challenges and challenge expectations; we want individuals who will set aspirational targets for students and staff and lofty goals for our school.

We hope that you will consider joining us to create an exciting new future in Lekki, Lagos.

The building is in progress and will be completed in 3 phases with the initial facilities for Years 1 to 4 opening in September 2024



TERMS AND CONDITIONS

Contract

This is a permanent full-time, full year position. The post will be considered probationary for a period of up to 6 months. Working hours will be full time, full year with occasional evenings and weekends as required.

Salary

Competitive

Professional Development

Professional and international working environment. Professional Development and training opportunities

Pension

Benefits including pension health insurance,

Meals

Free lunch and refreshments are available to

staff whilst on duty and when catering operation.

Holiday

The holiday year runs from September-August, in line with the academic year and entitlement is 21 days leave, usually taken in the school holidays. This leave is in addition to Federal Public Holidays.

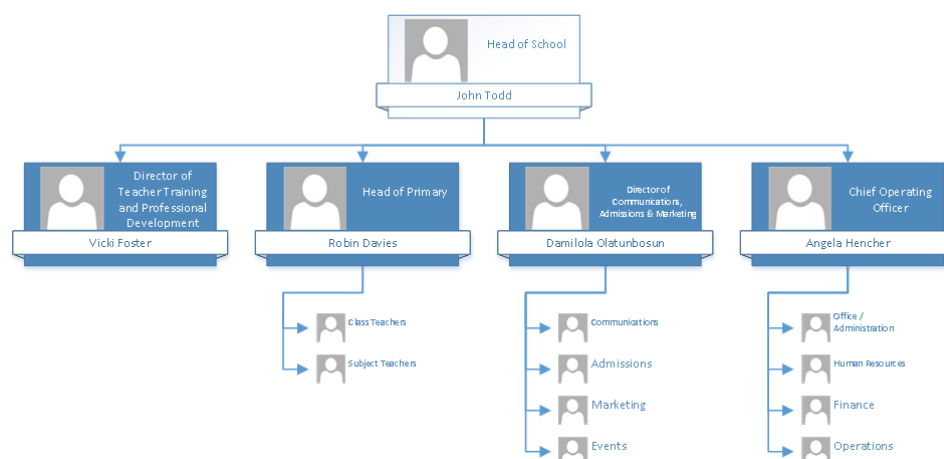
Fitness Centre Membership

All academic and business staff are entitled to join the Fitness Centre, with access to the swimming pool, gym and fitness activities.

Pre-Employment Checks

Any offer of employment is subject to numerous checks to comply with our Safer Recruitment processes and our Safeguarding Policy (available to view on our website), please see our link for [APPLICATION AND RECRUITMENT PROCESS EXPLANATORY NOTE.docx](#)

Organisation Chart:



Safeguarding

Charterhouse Lagos is committed to safeguarding and promoting the welfare of all our students and expects all applicants to share this commitment. We follow safer recruitment practices which are aligned with recommendations from the International Task Force on Child Protection. We aspire to the highest international standards of recruiting practices with specific attention to child protection. All appointments are subject to interviews, identity checks, criminal record checks, social media checks and successful references.

Data Protection

The personal data relating to candidates, including personal data provided in, or along with the enquiry and application forms, is required to be collected by Charterhouse Lagos, for purposes of candidate evaluation, and facilitating the recruitment process. By providing us with your personal data, you give your consent to us for collecting, retaining, processing, transferring (including cross-border transfer) and disclosing personal data to any third parties (including intra-group – Huntington Education Group) for achieving the above purpose.

Diversity, Equality and Inclusion

At Charterhouse Lagos, we want everyone to feel valued, appreciated, and free to be who they are at work, whilst remaining true to the culture and laws of Nigeria. Our recruitment processes are designed to prevent discrimination regardless of gender identity or expression, sexual orientation, religion, ethnicity, age, neurodiversity, disability status, citizenship, or any other aspect which makes them unique.