CHARTERHOUSE
LAGOS



IT SUPPORT OFFICER

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IT Support Officer

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.

We are seeking a skilled IT Support Officer to manage, maintain, and secure our school's Microsoft 365, cloud infrastructure, servers, and systems. The successful candidate will bring strong practical Microsoft administration experience and strong problem-solving skills to deliver reliable technical support in a busy educational environment.

Job Description

Position: IT Support Officer
Reporting to: IT Support Team Lead
Department: Information Technology
Position Type: Full-Time (including some weekends and evenings as required)

Role Overview: The IT Support Officer provides day-to-day technical support and administration across the Cloud and Systems function, covering Microsoft 365, cloud services, identity and access management, cybersecurity, servers and software platforms. The role supports users, maintains systems and services, resolves technical issues and works with the wider IT team to ensure reliable and secure IT operations.

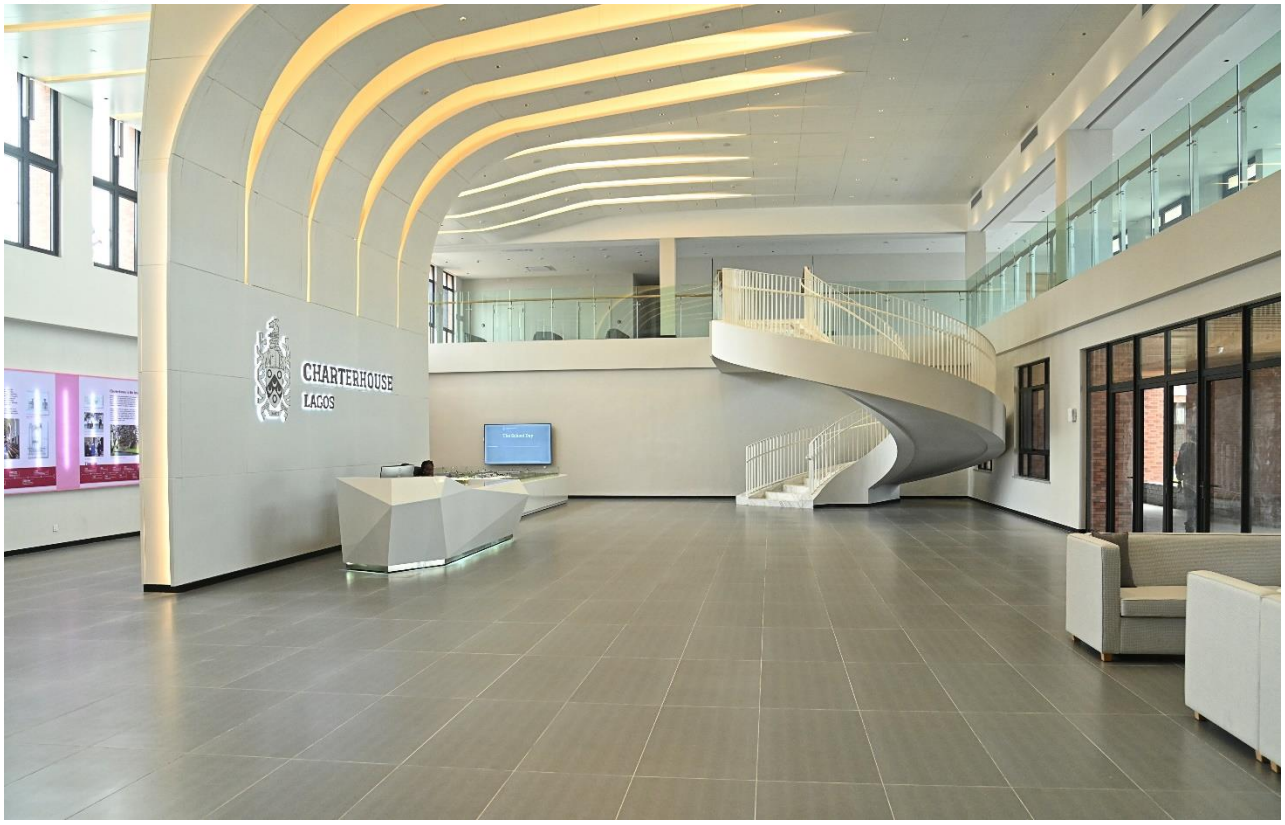
Charterhouse Lagos staff are committed to safeguarding and promoting the welfare of children and young people. They ensure a secure, stimulating, and well-managed learning environment that promotes a sense of safety, support and wellbeing.



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Qualifications and Experience	Essential	Desirable
Diploma or bachelor's degree in information technology, Computer Science, or a related field.	Yes	
1–3 years' experience in IT support, systems administration, cloud administration or a related technical role.	Yes	
Microsoft certifications such as AZ-900, AZ-104, MS-900, MD-102 or SC-300.	Yes	
COMPTIA A+	Yes	
Experience working in a school, enterprise or multi-site environment.	Yes	
Skills & Competencies		
Strong understanding of computer systems, mobile devices, and other tech products.	Yes	
Strong practical experience administering Microsoft 365 and Microsoft cloud services.	Yes	
Experience managing Lightspeed or similar monitoring and web filtering solutions in a school environment.	Yes	
Experience using PaperCut or similar print management solutions.		Yes
Experience managing servers, virtualization, storage systems, and backups	Yes	
Familiarity with Windows environments, as well as basic understanding of network protocols (TCP/IP, DNS).	Yes	
Experience with Microsoft Defender XDR.	Yes	
Experience with Power Automate, Power Apps and Microsoft Forms.	Yes	
Strong experience with Microsoft 365, Azure Active Directory, Intune, SharePoint, Teams, and Exchange.	Yes	
Experience with helpdesk systems and IT service management processes	Yes	
Ability to multitask, prioritize, and manage time effectively.	Yes	
Excellent problem-solving skills and a strong customer service orientation.	Yes	
Ability to work under pressure and respond effectively during incidents.	Yes	
Ability to work independently and collaboratively in a dynamic environment.	Yes	
Personal Attributes		
Organised, dependable and proactive.	Yes	
Confident troubleshooting complex cloud and systems issues.	Yes	
Organised, methodical and proactive.	Yes	
Able to remain calm and effective during major incidents or periods of high demand.	Yes	
Takes ownership of issues and follows them through to resolution.	Yes	
Strong communication and interpersonal skills.	Yes	
Collaborative and supportive approach to team working.	Yes	
Strong attention to detail and commitment to accurate documentation.	Yes	
Commitment to upholding the values and ethos of Charterhouse Lagos.	Yes	
Ability to maintain a professional demeanour when dealing with students, parents and other staff.	Yes	

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Key Responsibilities	
1	Microsoft 365 and Cloud Services:
i.	Support the administration of the school's Microsoft 365 environment and Microsoft 365 Admin Centre.
ii.	Support Microsoft 365 services including Exchange Online, SharePoint Online, OneDrive, Teams and Microsoft Forms.
iii.	Assist with Microsoft 365 licensing, service assignments and configuration.
iv.	Monitor Microsoft 365 service health and report issues where required.
v.	Support Microsoft cloud services and assigned Azure resources.
vi.	Troubleshoot Microsoft 365 and cloud service issues.
vii.	Maintain appropriate documentation for cloud services and configurations.
2	Identity and Access Management:
i.	Create, modify, suspend and remove staff and student user accounts.
ii.	Support the onboarding and offboarding of staff and students.
iii.	Provision appropriate accounts, licences, permissions and access.
iv.	Administer user identities through Microsoft Entra ID.
v.	Support groups, roles, permissions and access controls.
vi.	Support MFA, Conditional Access and authentication processes.
vii.	Ensure access is amended or removed when users leave, change roles or otherwise require changes.
viii.	Investigate and resolve account, authentication and access-related issues.
3	Endpoint, Device and Application Management:
i.	Support the administration of Microsoft Intune and other endpoint management platforms.
ii.	Configure and deploy approved applications and software to managed devices.
iii.	Support device enrolment, configuration profiles, policies and compliance.
iv.	Assist with the setup and configuration of managed student and staff devices.
v.	Manage software installations, updates and configurations.
vi.	Troubleshoot application, software and endpoint management issues.
vii.	Work with the Infrastructure function where issues involve physical hardware.
4	Cybersecurity and Microsoft Security:
i.	Support the monitoring and administration of Microsoft Defender XDR and assigned Microsoft security services.
ii.	Monitor security alerts and assist with the investigation of security incidents.
iii.	Support MFA, Conditional Access, endpoint protection and other security controls.
iv.	Assist with patching, malware remediation, security configuration and system hardening.
v.	Support Microsoft Purview, auditing and compliance activities where assigned.
vi.	Report security issues and incidents through the appropriate channels.
vii.	Maintain appropriate security and incident records.
5	Servers, Backup and Core Systems:
i.	Support the administration and maintenance of the school's Windows Server environment.
ii.	Support physical and virtual servers, server roles and services.
iii.	Monitor server health, performance, storage and availability.
iv.	Apply approved updates, patches and configuration changes.
v.	Support server backup, recovery and cloud backup processes.
vi.	Monitor backup status and report failures or issues.
vii.	Support server maintenance, upgrades and system projects.
viii.	Maintain accurate server and backup records.

6	Software Platforms, Filtering and Print Management:
i.	Support the administration of software platforms used across the school.
ii.	Administer and maintain Lightspeed filtering and monitoring, including users, devices, groups and policies.
iii.	Administer and maintain PaperCut print management, including users, print policies, quotas and reporting.
iv.	Monitor software platforms for availability, configuration and access issues.
v.	Support software deployments, updates and configuration changes.
vi.	Liaise with vendors where specialist software support is required.
vii.	Maintain appropriate records of software platforms and their configurations.
7	License Management and Automation:
i.	Maintain accurate records of software, Microsoft 365, cloud service and platform licenses.
ii.	Track license quantities, allocations, renewal dates and expiry dates.
iii.	Monitor upcoming license expirations and report them to the IT Support Team Lead in good time.
iv.	Assist with licence usage reviews, renewal preparation and allocation.
v.	Maintain records of license purchases, renewals and changes.
vi.	Identify repetitive processes that could be improved through automation.
vii.	Support the development and maintenance of workflows using Power Automate, Power Apps, Forms and other appropriate Microsoft tools.
viii.	Assist with the implementation of new software, cloud services and digital solutions.
8	General IT Support:
i.	Participate in the school's IT helpdesk and provide general technical support to staff and students.
ii.	Respond to support requests involving software, applications, user accounts, cloud services and systems.
iii.	Take ownership of Cloud & Systems tickets through to resolution.
iv.	Provide hands-on support for general IT issues where required.
v.	Escalate hardware and network-specific issues to the appropriate technical area.
vi.	Support other IT team members where Cloud & Systems expertise is required.
vii.	Assist with school events, deployments, maintenance and other IT activities.
viii.	Maintain accurate records of support provided through the IT helpdesk.

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Primary School Library

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Official signing of the Charterhouse Lagos Agreement at Charterhouse UK

About our School

We opened in September 2024, and we are setting a new standard in education provision in Nigeria and West Africa. With world-class facilities and a focus on excellence, we are creating students with a passion for learning, for excellence and for leadership.

The school community is self-contained and lies in Ajah on the Lekki Peninsula, Lagos. The secure compound offers 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 include fully connected classrooms, science and STEM 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.

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Primary School Stem Room

The school offers 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.

Phase 1 of our building programme opened in September 2024 and phase 2 with the secondary school facilities is now completed, Phase 3 will follow over the next few years. Years 1 to 6 are already established in our primary school, with Years 7, 8 and 9 added in September 2025. In September 2026, we welcomed Year 10 (IGCSE) and Year 12 (A Levels), completing our current educational offering.

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

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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 evenings and weekends as required by the schedule.

Salary

Competitive

Benefits

Professional Development

Professional and international working environment, professional development and training opportunities.

Health Insurance

HMO coverage for employees and their families.

Meals

Free meals and refreshments are available to staff whilst on duty and when catering is in operation.

Holiday

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

Fitness Centre Membership

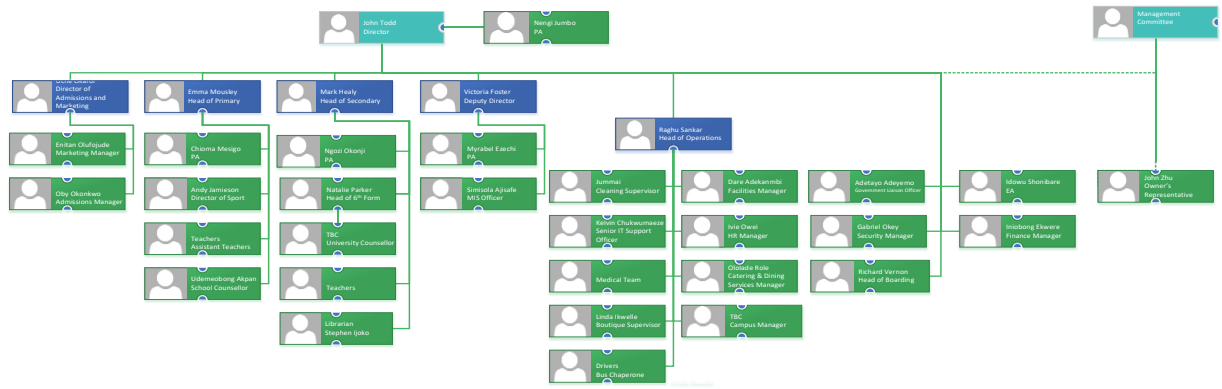
All academic and business staff are entitled to join the Fitness Centre, with access to the swimming pool, gym and fitness activities.

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

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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/The Huntington Education Group, 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) 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.