



CHARTERHOUSE
LAGOS



IT SUPPORT SUPERVISOR



IT Support Supervisor

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 an experienced and technically capable IT Support Supervisor to join our Information Technology team. The successful candidate will bring strong practical technical, problem-solving and leadership skills, with experience supporting IT operations across Cloud and Systems, IT Infrastructure and Networking in a dynamic school environment.

Job Description

Position: IT Support Supervisor
Reporting to: Senior IT Support Officer
Department: Information Technology
Position Type: Full-Time, full year

Role Overview: The role is responsible for the day-to-day technical coordination and oversight of the IT support function, covering Cloud and Systems, IT Infrastructure and Networking. It manages the helpdesk, prioritises and allocates support requests, handles escalated technical issues and supports the wider IT team, deputising for the Senior IT Support Officer when required.

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.

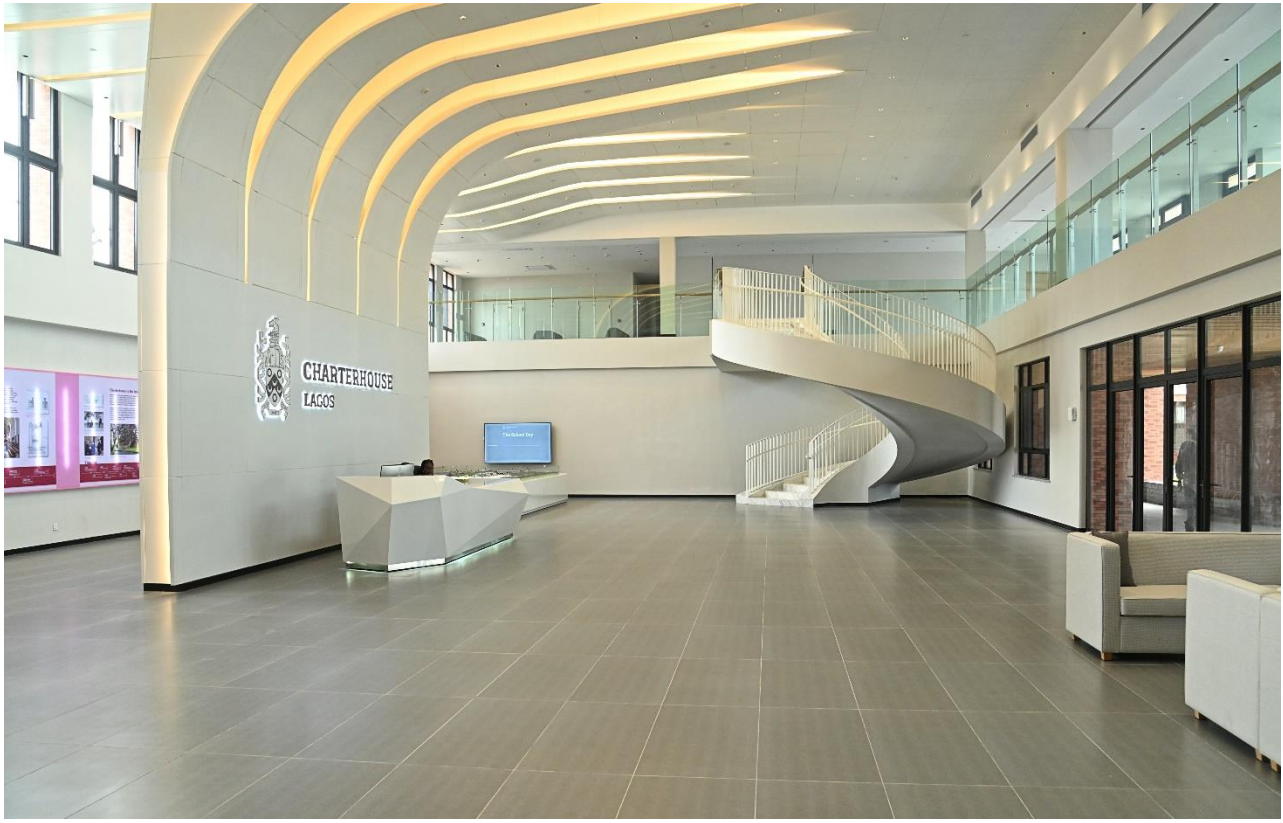




Qualifications and Experience	Essential	Desirable
Diploma or bachelor's degree in Information Technology, Computer Science, or a related field.	Yes	
Minimum of 3–5 years' experience in IT Operations, Infrastructure, or Systems Administration.	Yes	
ITIL Foundation.		Yes
CompTIA A+, Network+ or Security+.	Yes	
Cisco CCNA.	Yes	
Microsoft certifications such as MS-900, AZ-900, AZ-104 or SC-200.	Yes	
Experience working in a school, enterprise or multi-site environment.	Yes	
Experience managing external IT vendors and service providers.	Yes	
Skills & Competencies		
Strong understanding of computer systems, mobile devices and other technology products.	Yes	
Knowledge of cybersecurity best practices, MFA, endpoint security, access control and compliance.	Yes	
Experience managing servers, virtualisation, storage systems and backups.	Yes	
Strong knowledge of Windows environments and networking protocols, including TCP/IP and DNS.	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	
Strong problem-solving and troubleshooting skills.	Yes	
Ability to multitask, prioritise and manage time effectively.	Yes	
Strong communication and presentation skills, both written and verbal.	Yes	
Ability to coordinate people and technical activities effectively.	Yes	
Ability to respond effectively to incidents and work under pressure.	Yes	
Personal Attributes		
Organised, dependable and proactive.	Yes	
Good judgement and sound decision-making ability.	Yes	
Calm and composed during major incidents or periods of high demand.	Yes	
Able to understand technical issues without needing to be the specialist in every area.	Yes	
Takes ownership of issues and ensures they are followed through to resolution.	Yes	
Collaborative and supportive approach to team working.	Yes	
Strong attention to detail and commitment to accurate documentation.	Yes	
Professional approach when working with staff, students, contractors and external service providers.	Yes	
Commitment to upholding the values and ethos of Charterhouse Lagos.	Yes	
Ability to maintain a professional demeanour when dealing with teachers, students, and other staff.	Yes	



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Key Responsibilities	
1	IT Support and Helpdesk:
i.	Provide day-to-day technical support to staff and students across the school.
ii.	Manage and respond to IT support requests through the school's helpdesk.
iii.	Assess, prioritise and troubleshoot incidents based on urgency and impact.
iv.	Take ownership of escalated and complex technical issues through to resolution.
v.	Provide hands-on support where additional technical expertise is required.
vi.	Ensure tickets and technical issues are accurately documented and followed through.
vii.	Provide appropriate updates to users and relevant stakeholders throughout the resolution process.
2	Cloud and Systems Support:
i.	Provide practical technical support across the school's cloud and systems environment.
ii.	Support Microsoft 365, Entra ID, Intune, Exchange, SharePoint, Teams and other core IT systems.
iii.	Troubleshoot user accounts, access, authentication, permissions, applications and system-related issues.
iv.	Support system configuration, deployment, maintenance and upgrades.
v.	Assist with the investigation and resolution of issues escalated from other members of the IT team.
vi.	Escalate complex or specialist systems issues where required.
3	Infrastructure and Endpoint Support:
i.	Provide hands-on support for the school's IT infrastructure, computers, peripherals and endpoint devices.
ii.	Troubleshoot hardware, operating system, software and device-related issues.
iii.	Support the setup, deployment, configuration and maintenance of IT equipment.
iv.	Assist with classroom technology and other technology used across the campus.
v.	Support infrastructure maintenance, upgrades, replacements and technical projects.
vi.	Work with the relevant technical staff on issues requiring specialist intervention.
4	Network and Connectivity Support:
i.	Provide practical technical support for the school's network and connectivity environment.
ii.	Troubleshoot wired and wireless connectivity, internet access and network-related issues.
iii.	Support switches, access points, firewalls and other network-connected equipment.
iv.	Assist with network maintenance, configuration, upgrades and infrastructure projects.
v.	Work with the Networking Team to investigate and resolve complex network incidents escalated through the helpdesk or requiring additional technical support.
5	Technical Troubleshooting and Escalation:
i.	Act as a technical escalation point for the IT support team.
ii.	Investigate and resolve complex incidents across Cloud and Systems, Infrastructure and Networking.
iii.	Apply practical knowledge across different IT functions to troubleshoot issues and coordinate cross-functional resolution.
iv.	Provide hands-on technical support and guidance to IT team members when required.
v.	Identify recurring technical problems and recommend appropriate solutions or preventative measures.
vi.	Escalate issues requiring specialist, strategic, financial or senior management input to the Senior IT Support Officer.
6	Service Delivery, Maintenance and Vendors:
i.	Monitor the delivery of routine IT support, maintenance and technical tasks across the school.



ii.	Coordinate planned maintenance activities and ensure they are completed within agreed timeframes.
iii.	Monitor outstanding maintenance, repairs and technical issues.
iv.	Coordinate with external IT vendors and service providers where required.
v.	Ensure vendor-related issues are appropriately logged, assigned and followed through to completion.
vi.	Support the technical team in coordinating access and site requirements for contractors and service providers.
vii.	Verify that completed work meets the expected standard before issues are closed where appropriate.
viii.	Escalate recurring vendor or service performance issues to the Senior IT Support Officer.
7	Documentation, Reporting and Continuous Improvement:
i.	Ensure IT support tickets, maintenance activities and technical incidents are accurately documented.
ii.	Monitor service desk data to identify recurring issues, trends and areas for improvement.
iii.	Prepare regular IT support and service delivery reports for the Senior IT Support Officer.
iv.	Provide information on ticket volumes, response times, outstanding issues, recurring incidents and service performance.
v.	Support the development and maintenance of IT procedures, processes and operational documentation.
vi.	Ensure technical teams maintain appropriate records relating to their areas of responsibility.
vii.	Recommend and support the implementation of improvements to IT support processes and service delivery across the IT function.
8.	General IT Support and Operational Support:
i.	Provide hands-on technical support where required, particularly during periods of high demand or significant incidents.
ii.	Support the team with complex or escalated user issues where appropriate.
iii.	Maintain a working understanding of the school's Microsoft 365, endpoint, network, infrastructure and security environment.
iv.	Assist with troubleshooting issues that cross multiple technical areas.
v.	Support the IT team during major school events, deployments, upgrades and other operational requirements.
vi.	Maintain professional and effective communication with staff, students and other stakeholders.
vii.	Ensure IT support is delivered in accordance with school policies, procedures and security requirements.
9	Deputising for the Senior IT Support Officer:
i.	Act as deputy to the Senior IT Support Officer when required, providing operational oversight of the IT function during their absence.
ii.	Coordinate the IT team's response to significant incidents, operational issues and urgent requirements.
iii.	Support operational planning and prioritisation of departmental activities.
iv.	Represent the IT function in operational discussions when delegated to do so.
v.	Provide appropriate escalation and decision-making within the authority of the role.
vi.	Escalate strategic, financial, security or high-risk matters to the Senior IT Support Officer or appropriate senior leadership.
vii.	Ensure continuity of IT support and service delivery when the Senior IT Support Officer is unavailable.



CHARTERHOUSE
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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 shift work and on-call duties. Accommodation is available during on-call duties.

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 entitlement is 21 days annual 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.

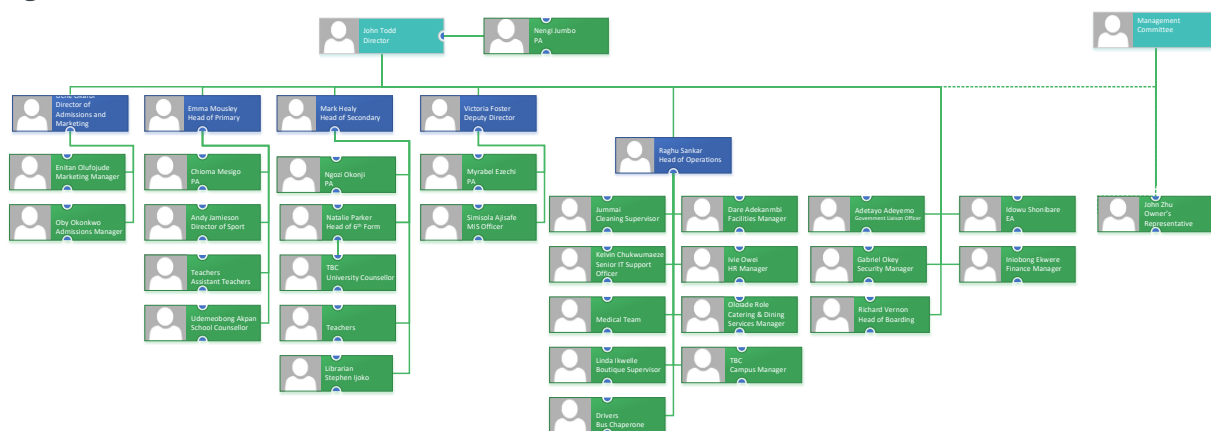
Pre-Employment Checks

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/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.