



CHARTERHOUSE
LAGOS



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IT SUPPORT TECHNICIAN



IT Support Technician

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 detail-oriented IT Support Technician to provide reliable daily technical support to staff and students. The role manages IT assets and inventory throughout their lifecycle, from recording and deployment to maintenance.

Job Description

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

Role Overview: The role is responsible for the day-to-day technical support to staff and students, covering hardware, software, devices and classroom technology. The IT Support Technician has primary responsibility for IT asset management, including equipment allocation, tracking, maintenance, repair, reassignment and disposal, working closely with the IT Support Supervisor and IT team.

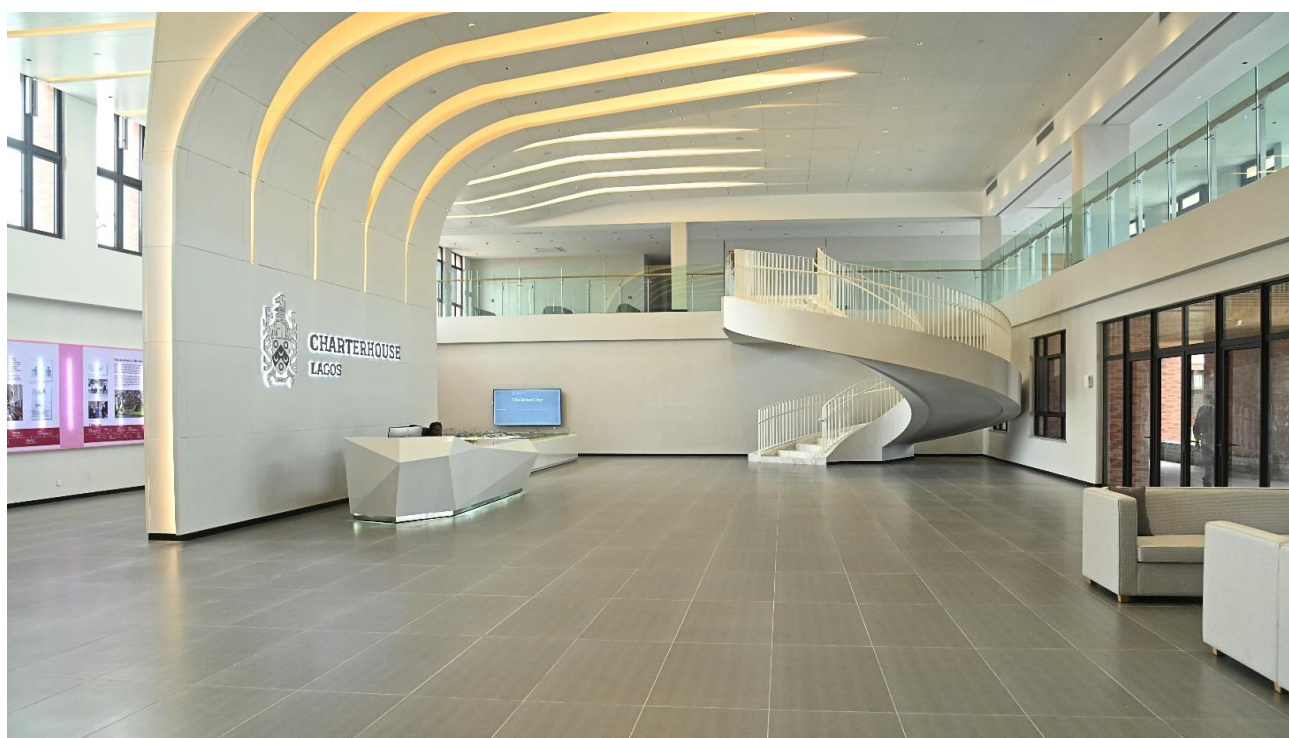
Charterhouse Lagos staff are committed to safeguarding and promoting the welfare of children and young people. They ensure a secure, stimulating, and well-managed learning environment that promotes a sense of safety, support and wellbeing.





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Qualifications and Experience	Essential	Desirable
Diploma or bachelor's degree in Information Technology, Computer Science, or a related field.	Yes	
2–3 years' experience in IT support or a related technical role. Relevant internship or practical experience may be considered.	Yes	
CompTIA A+ or equivalent qualification.	Yes	
Skills & Competencies		
Good understanding of Windows computers, hardware and peripherals, with experience troubleshooting hardware and software issues.	Yes	
Basic understanding of networking concepts, including TCP/IP and DNS.	Yes	
Familiarity with Microsoft 365 applications.	Yes	
Experience with IT inventory or asset management systems.	Yes	
Experience working in an enterprise or school IT environment.	Yes	
Experience using an IT helpdesk or ticketing system.	Yes	
Basic knowledge of Microsoft cloud and systems administration, including Intune and Microsoft Entra ID.	Yes	
Strong communication and customer service skills, both written and verbal.	Yes	
Good organisational and record-keeping skills, with the ability to multitask, prioritise and manage time effectively.	Yes	
Excellent problem-solving skills and the ability to work under pressure and respond effectively during incidents.	Yes	
Personal Attributes		
Proactive, dependable and service-focused.	Yes	
Methodical and attentive to detail.	Yes	
Professional and approachable.	Yes	
Willingness to learn and develop technical skills.	Yes	
Adaptable and able to respond positively to changing priorities.	Yes	
Able to work independently and as part of a team.	Yes	
Commitment to the values and ethos of Charterhouse Lagos.	Yes	
Ability to maintain a professional demeanour when dealing with teachers, students, and other staff.	Yes	





Key Responsibilities	
1	Helpdesk and IT Support:
i.	Monitor and respond to IT support tickets assigned through the school's helpdesk system.
ii.	Diagnose and resolve hardware, software, device and user-related issues.
iii.	Provide timely first and second-line support to staff and students.
iv.	Keep helpdesk tickets updated with actions taken, findings and resolutions.
v.	Escalate issues requiring specialist support or further authorisation.
vi.	Assist other members of the IT team with support requests when required.
vii.	Provide professional and helpful support to staff and students.
viii.	Identify opportunities for automation and optimisation.
2	IT Inventory and Asset Management:
i.	Take responsibility for the school's IT inventory and asset management system.
ii.	Maintain accurate records of IT equipment, including ownership, location, condition, status and assignment.
iii.	Register and tag new equipment before deployment.
iv.	Manage the allocation and movement of equipment between staff, students, classrooms, offices and other locations.
v.	Carry out regular physical inventory checks and reconcile equipment against inventory records.
vi.	Update records following deployment, movement, repair, reassignment, replacement or disposal.
vii.	Track equipment throughout its lifecycle, maintaining records of faults, repairs, servicing, warranties and maintenance history.
viii.	Identify missing, damaged, obsolete or end-of-life equipment and report accordingly.
ix.	Support equipment replacement and procurement planning by providing accurate inventory and lifecycle information.
3	Equipment Setup and Deployment:
i.	Prepare computers, laptops, printers and other IT equipment for deployment.
ii.	Configure devices, install approved software and apply required updates and security controls.
iii.	Allocate equipment to staff, students, classrooms and departments as instructed.
iv.	Ensure equipment is accurately recorded in the inventory system, tested before deployment or following repair or servicing, and assessed and prepared for reassignment when returned.
4	Maintenance and Servicing:
i.	Carry out routine and preventive maintenance of IT equipment.
ii.	Conduct regular checks of computers, laptops, printers, classroom technology and other IT equipment.
iii.	Identify early signs of equipment failure, damage or deterioration.
iv.	Coordinate approved repairs and servicing.
v.	Liaise with approved vendors or contractors when specialist repair or servicing is required.
vi.	Track equipment sent for repair or servicing and ensure it is returned and tested.
vii.	Maintain accurate records of maintenance, repairs and servicing.
viii.	Monitor recurring equipment faults and report them to the IT Support Supervisor.
5	Equipment Retirement and Disposal:
i.	Identify equipment that is damaged, obsolete or no longer suitable for use.
ii.	Prepare equipment for retirement or disposal in accordance with school procedures.
iii.	Maintain records of retired and disposed equipment.
iv.	Ensure equipment is removed from active inventory records following approved disposal.
v.	Assist with the secure handling and disposal of IT equipment and associated data.



6	Classroom and Campus Technology:
i.	Support computers, displays, printers and other technology used across the school.
ii.	Assist with the setup and support of technology for lessons, events and school activities.
iii.	Carry out routine checks of classroom and campus technology.
iv.	Escalate specialist issues to the appropriate technical arm.
7	General Systems, Network and Security Support:
i.	Provide basic support for Microsoft 365, user accounts and endpoint-related issues.
ii.	Carry out basic troubleshooting of wired and wireless connectivity issues.
iii.	Support the Cloud & Systems Administration and Network Administration functions when required.
iv.	Follow the school's cybersecurity, data protection and acceptable use requirements.
v.	Report suspected security incidents or unusual activity promptly.
8	Documentation and Continuous Improvement:
i.	Maintain accurate technical and asset documentation.
ii.	Record support, maintenance, repair and servicing activities.
iii.	Identify recurring issues and recommend practical improvements.
iv.	Assist with IT deployments, upgrades and technology projects.
v.	Carry out other IT support duties assigned by the IT Support Supervisor or Senior IT Support Officer.



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.

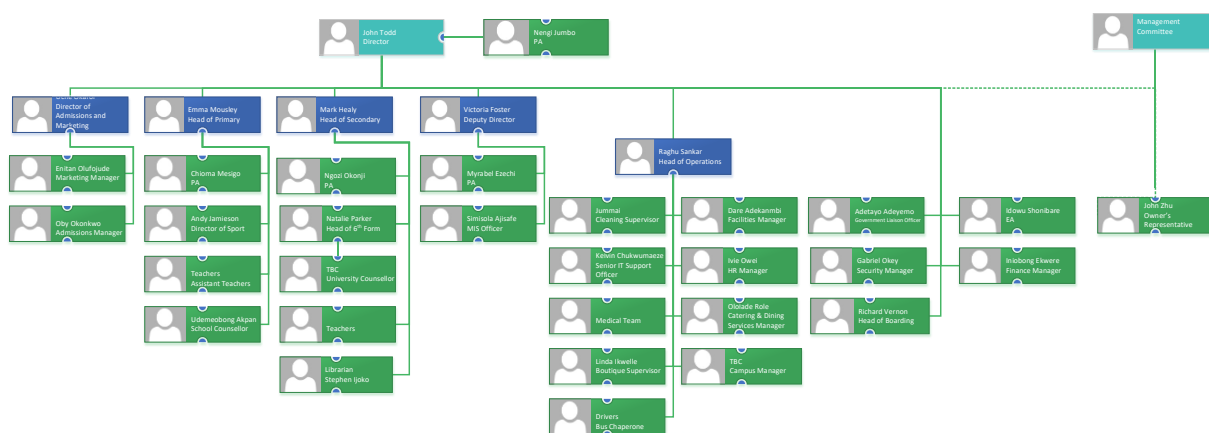
Pre-Employment Checks

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.