



ICT Support Technician Job Description

Job Title:	ICT Support Technician
Reports To:	ICT Manager
Job Location:	Durham International School, Rosslyn Campus

Job Summary

Durham International School Kenya is seeking to appoint a professional, practical and service-focused ICT Support Technician to provide first-line ICT support across the School.

The ICT Support Technician will play an important role in ensuring that technology is reliable, well-maintained and ready to support teaching, learning, administration and wider school operations. The successful candidate will provide responsive technical support to staff and pupils, assist with classroom technology, maintain ICT equipment, support school systems and help ensure that devices, networks, printers and audiovisual equipment are functioning effectively.

This is a hands-on ICT support role requiring strong technical troubleshooting skills, good communication, patience and a proactive approach to resolving everyday technology issues in a busy school environment. The job holder will work closely with the ICT Manager and will support both the Rosslyn and Thigiri campuses when required.

Role Purpose

The ICT Support Technician will provide practical first-line ICT support to staff and pupils, helping to ensure that computers, Chromebooks, iPads, classroom technology, printers, audiovisual equipment and approved school systems are available, secure and ready for use.

The role includes supporting daily ICT operations, classroom learning, online assessments, school events, specialist teaching spaces and routine equipment maintenance. The successful candidate will also help maintain accurate ICT records and ensure that technology is used safely, responsibly and in line with the School's safeguarding, online safety, data protection and acceptable-use procedures.

Key Responsibilities

User Support and ICT Service Delivery

- Provide first-line ICT and desktop support to staff and pupils across the School.
- Respond promptly and professionally to routine technical issues.
- Support computers, laptops, Chromebooks, iPads, printers, Wi-Fi, logins, email, browsers, file access, approved software and user accounts.

- Assist users with different levels of technical confidence and explain technical solutions clearly and in simple terms.
- Provide a helpful, patient and service-focused ICT support experience.
- Record ICT support requests, actions taken, faults, repairs and outstanding issues.
- Escalate unresolved, recurring or higher-risk matters to the ICT Manager where required.

Teaching, Learning and Assessment Technology

- Support the effective use of technology in classrooms.
- Ensure classroom technology is available, functional and ready for use Includes Interactive displays, classroom computers, projectors, visualizers, speakers, webcams, wireless presentation systems and related accessories.
- Provide ICT support for the Computer Science Room, Design Technology Room and Music Room.
- Prepare computers, peripherals and approved software for lessons and practical activities.
- Assist with robotics, LEGO Education equipment, 3D printer setup, music recording and notation software where required.
- Troubleshoot routine connectivity, software and equipment issues in specialist teaching rooms.
- Support online assessments including CAT4, Progress Tests, NGRT, PASS, admissions assessments and other approved digital platforms.

Devices, School Systems and Reprographics Support

- Support pupils and staff using school-issued Chromebooks, iPads and other approved learning devices.
- Assist with device logins, charging, Wi-Fi access, Google Workspace, educational applications and routine device problems.
- Support the issuing, collection, booking and checking of Mobile Chromebooks and iPad trolleys.
- Maintain accurate records of device allocation, condition, return, damage, loss and repair status.
- Provide basic user support for approved school systems and platforms such as Google Workspace, Microsoft 365, iSAMS, SOCS, CPOMS, GL Assessment platforms, Parent Portal, iParent, library systems and other school applications.
- Assist users with routine login issues, authorised password resets, navigation support and common user errors.
- Escalate issues requiring administrative access, system configuration, integrations or vendor support to the ICT Manager.
- Support the day-to-day operation of printers, photocopiers, scanners and reprographics equipment assisting staff with print settings and routine printer faults.
- Help monitor paper, toner and other approved consumables. Monitor use of consumables and support responsible printing and help reduce unnecessary wastage.

- Ensure confidential documents, examination materials and authorised school documents are handled securely and appropriately.

ICT Assets, Equipment Maintenance and Connectivity

- Maintain accurate ICT asset records for laptops, desktops, Chromebooks, iPads, printers, displays, projectors, audiovisual equipment, chargers, adapters and other ICT accessories.
- Asset-tag new equipment and record serial numbers, specifications, assigned locations and user information.
- Assist with stock checks and ICT asset audits.
- Keep ICT stores, device trolleys and equipment areas organised, secure and clearly labelled.
- Carry out routine equipment checks and preventative maintenance.
- Undertake safe basic repairs where appropriate and within approved procedures and prepare repair requests with clear details of the issue and troubleshooting completed.
- Carry out first-line checks on routine network and connectivity issues. Report internet outages, repeated Wi-Fi problems, network equipment faults and issues affecting several users or locations.
- Provide first-line support for CCTV and security technology where authorised.

School Events, Assemblies, Productions

- Provide ICT and audiovisual support for assemblies, productions, concerts, performances, parent events, Open Days, staff training and presentations.
- Prepare and test laptops, projectors, screens, microphones, speakers, mixers, audio systems and presentation equipment before events.
- Provide technical support during events where required. Assist with dismantling, checking and safely storing equipment after events.

Safeguarding and Responsible Technology Use

- Support the School's safeguarding and online safety procedures in all areas involving technology.
- Report unsuitable content, attempts to bypass filtering, unauthorised applications, misuse of school devices, suspicious online activity, device damage or any concern that may place a pupil, member of staff or the School at risk.
- Maintain confidentiality at all times.
- Follow the School's safeguarding, data protection, online safety and acceptable-use procedures.
- Promote responsible technology use among pupils and staff.
- Support a safe, purposeful and reliable ICT environment for teaching, learning and school operations.

Qualifications and Experience

- A bachelor's degree or equivalent qualification in Information Technology, Computer Science or a related field.
- Relevant ICT certifications would be an added advantage, such as CompTIA A+, CompTIA Network+, Microsoft Fundamentals, Google IT Support, Google Workspace Administrator, Cisco CCNA or equivalent technical certifications.
- Practical experience providing Level 1 ICT, desktop or technical support. Experience supporting Windows computers, Chromebooks, iPads, printers, scanners and common peripherals.
- Good working knowledge of Microsoft 365, Google Workspace and Microsoft applications.
- Experience troubleshooting common hardware, software, printing, login, connectivity and user access issues.
- A basic understanding of wired and wireless networks.
- The ability to maintain accurate ICT support, asset, repair and equipment records.
- Good communication and customer service skills. The ability to support users with different levels of technical confidence.
- An understanding of confidentiality, safeguarding and online safety within a school or child-centred environment.
- Previous experience working in a school or educational environment would be an advantage.

Desirable Experience

Experience or knowledge in the following areas would be beneficial:

- Google Workspace for Education, Microsoft 365 administration or similar cloud-based school productivity platforms.
- iSAMS or another school management information system.
- Online assessment platforms, including CAT4, Progress Tests, NGRT, PASS or similar digital assessment tools.
- Interactive displays, classroom audiovisual equipment, projectors, visualisers, speakers, microphones and presentation systems.
- Chromebook and iPad support, including device preparation, basic troubleshooting and classroom use.
- Coding, robotics, LEGO Education equipment or similar practical computing resources.
- 3D printers, design applications or Design Technology room equipment.
- Music recording, music notation software or digital audio equipment.
- Print management systems, reprographics equipment, photocopiers, scanners and network printers.
- CCTV, access control or other school security technology.
- Relevant ICT qualifications such as CompTIA A+, Network+, Microsoft Fundamentals, Google certification, Cisco CCNA or equivalent technical certifications.

The successful candidate will demonstrate:

- A professional, reliable and punctual approach to work.
- A calm, patient and supportive manner when assisting staff and pupils.
- The ability to explain technical issues clearly and simply to users with different levels of technical confidence.
- A proactive, practical and solution-focused approach to ICT support.
- Strong organisation, attention to detail and accurate record-keeping.
- Good judgement, discretion and the ability to recognise when a matter should be escalated.
- Flexibility and willingness to support different areas of the School, including classrooms, events, assessments and both campuses when required.
- A strong commitment to safeguarding, confidentiality, responsible technology use and the wider life of the School.
- Good judgement, discretion and the ability to prioritise issues effectively, recognising when matters should be escalated based on urgency, risk, impact on teaching and learning, safeguarding concerns or wider school operations.

This Job Description is not exhaustive and is subject to periodic review.

How to Apply

Interested applicants are invited to send an application by email to hr@durhamkenya.com by Wednesday, 29th July 2026. No applications will be accepted after the closing Date.

Applications should include all the information listed below:

- A letter of application addressed to The HR Manager, of no more than one side of A4, explaining why you would like this role and the skills and experiences you can bring to it.
- A fully completed Durham International School Non-Teaching Application Form [Click here](#)
- The names and accurate addresses, email addresses and telephone numbers of three referees, two of whom must be your recent and current employer, to be completed in full in the Application Form.
- Please be advised that an incomplete application form or an application that does not provide a Covering Letter and Durham Application Form as stipulated, will unfortunately not be considered. Applications will be reviewed as they are received.

Confidentiality

References will only be requested at short-list stage and we will let you know before we approach referees.

Start date

Candidates should be available to start 24th August, 2026.

Safeguarding Statement

Durham International School is committed to safeguarding and promoting the welfare of our children and young people and expects all staff and volunteers to share this commitment. All applicants must be willing to undergo the appropriate pre-employment checks relevant to the role.

Applicants will be expected to show evidence of their most up to date child protection screening details including a police clearance certificate from each country they have worked in and the Disclosure and Barring Service (DBS) record where relevant.

Reference Checks will also be made with past employers.

Prior to taking up appointment, we will then request a declaration about medical fitness, and proof of qualifications from the successful candidate.

Under the guidance set by KCSIE 2025 Durham International School will conduct an online search for all shortlisted candidates.

Disclaimer: Only shortlisted candidates will be contacted. Applications will be reviewed as they are received and the school reserves the right to appoint before the closing date of the advert.