St Joseph's Specialist Trust, Cranleigh, Surrey

(midway between Guildford & Horsham)

SENIOR ICT & MEDIA TECHNICIAN

£35,949 - £39,790

With an additional £1,000 Retention Bonus



About the role

Are you an experienced ICT professional with a passion for technology and a talent for helping others? Do you enjoy troubleshooting technical problems, supporting colleagues and making technology work for everyone?

St Joseph's Specialist Trust is looking for a proactive and approachable Senior ICT & Media Technician to join our team, providing essential technical support across our specialist school, college, children's home and adult supported living provision.

This is a varied, hands-on role where you will help maintain and develop our ICT systems, support staff and students with their everyday technology needs and ensure our IT, media and audio-visual equipment is reliable, accessible and working effectively.

You will play an important part in creating a safe, secure and inclusive digital environment, helping technology make a real difference to the way our students learn, communicate and engage with the world around them.

What will you be doing?

Working closely with the Head of ICT, your responsibilities will include:

- Providing day-to-day technical support across the Trust, responding to ICT helpdesk requests and troubleshooting hardware, software and connectivity issues.
- Installing, configuring and maintaining computers, laptops, iPads, printers, peripherals and other ICT equipment.
- Supporting classroom technology, including interactive whiteboards, visualisers, projectors and communication tools.
- Maintaining specialist equipment, including sensory room technology and audio-visual systems.
- Supporting staff with the use of ICT systems and software, offering guidance and informal training where needed.
- Helping with video editing, presentation preparation and the technical setup of virtual meetings, events, celebrations, collective worship and staff training.
- Supporting the Trust's telephone and entry systems, escalating more complex technical issues to external providers where necessary.
- Maintaining accurate records of ICT assets, equipment, software licences and CCTV systems.

- Ensuring equipment is safe, secure and properly maintained, including PAT testing and the secure disposal of obsolete equipment.

About you

We are looking for someone with a strong practical understanding of ICT systems and equipment, who takes pride in providing an excellent support service.

You will be:

- Experienced in providing hands-on ICT support and troubleshooting technical issues.
- Confident installing, configuring and maintaining computer hardware, software and peripheral equipment.
- Comfortable supporting colleagues with different levels of technical ability.
- Organised and methodical, with good attention to detail and the ability to manage competing priorities.
- A confident communicator with a friendly, approachable and patient manner.
- Proactive, adaptable and able to work independently as well as part of a team.
- Committed to maintaining confidentiality, information security and safe working practices.
- All employees must have strong mental, physical and emotional resilience due to the nature of our site.

Experience of supporting ICT in an education or specialist setting would be advantageous. Just as importantly, you will be patient, empathetic and adaptable, with an understanding that technology needs to be accessible to people with a range of communication and learning needs.

Why join St Joseph's?

St Joseph's Specialist Trust is a unique and rewarding place to work. Based in Cranleigh, Surrey, we are a specialist school and college supporting autistic young people aged 5-19 with complex learning difficulties and additional needs, alongside our registered children's home and supported living provision.

Our dedicated team works together to give the young people and adults we support the opportunities, skills and confidence to achieve their potential.

As part of our support services team, you will be helping to ensure that our staff have the technology and resources they need to deliver the very best support.

If you are a technically minded, solutions-focused individual who enjoys making a difference behind the scenes, we would love to hear from you!

Other benefits include:

- Beautiful surroundings – work on our 23-acre site in Cranleigh, on the edge of the Surrey Hills and just one mile from the town centre.
- Free hot lunches – enjoy healthy, freshly prepared hot lunches during term time, cooked on site by our catering team.

- Café treats – receive a bi-weekly invitation to dine at our new Enterprise Centre café.
- £1,000 retention bonus - £250 after 1 month, £250 after 1 year and £500 after 18 months of service.
- Health and wellbeing – benefit from Life Assurance, a Medicash Cash Plan and access to our Employee Assistance Programme, offering confidential 24/7 wellbeing and counselling support for you and your family.
- On-site wellbeing support – access guidance from our team of qualified Adult Mental Health First Aiders.
- Free parking – ample free on-site parking.
- Support and development – enjoy regular 1:1 support from your line manager, annual performance-related pay progression and a comprehensive induction programme.
- Specialist Training – complete on-site Team Teach training with our specialist Inclusion Team, refreshed annually.
- Fitness Discounts – enjoy discounted exercise classes with Surrey Fitness Camps across Surrey and GoFest Active Studio in Cranleigh.

How to apply

We can consider a CV initially, however, shortlisting for interview is based only on a fully completed application form. For an application pack (including form, job profile and person specification) or further information please email the Recruitment Team at recruitment@st-josephscranleigh.surrey.sch.uk or call on 01483 272449 and ask for recruitment, who will be able to assist.

We reserve the right to interview suitable candidates as received. Deadline for applications is Friday 18th December 2026.

Please note that we do not sponsor overseas applicants to relocate from abroad for this role.

St Joseph's Specialist Trust is committed to safeguarding and promoting the welfare of children and young people. This position requires an enhanced DBS and reference checks.

The Trust is committed to Equal Opportunities.