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| **Job Title** | IT Technical Services Manager |
| **Reports to** | Head of IT Services |

**Job Purpose**

We are looking for a full time IT Technical Services Managerto join our busy IT Department. The IT Department provides all of Eton College’s information and communications technology services for more than 2,000 users, both inside and outside of the classroom. This is an exciting opportunity for a passionate individual with an aptitude for information technology. The successful candidate will have the oversight and management of the IT Helpdesk which consists of four engineers, who provide ICT support to Eton staff and pupils.

**Key Tasks and Responsibilities**

* Manage the IT Helpdesk team, consisting of four engineers, which provides ICT support to Eton staff and pupils, assigning priorities and interacting effectively with all Eton users.
* Ensure IT Helpdesk calls are routed to the correct person, escalated as necessary and actioned in a timely fashion.
* Provide expert assistance and training to members of the IT Helpdesk team and act as an escalation point for complex issues.
* Keep up with technical information to ensure efficient call analysis and communication within the IT Department.
* Proactively investigate and evaluate new products or technologies that may be of use to the College, making recommendations to the Heads of IT of any advantages or consequences of the adoption of such technologies.
* Liaise with other members of the IT Department, to ensure communication with the user base regarding any projects or initiatives.
* Create, maintain and publish relevant support documentation in order to assist all staff/students in the quick resolution of their calls and enable users to become more self-sufficient.
* Provide statistical analysis of Helpdesk calls to the Heads of IT.
* Establish, document and maintain standard processes for tasks and configurations and communicate these to the IT Department appropriately, ensuring consistency of approach across the entire department.
* Attend additional training relevant to the post as required.
* Carry out any other duties reasonably requested in connection with Eton’s IT Department.
* Commitment and promotion of equality, diversity and inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2021 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including by not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
* Understand and comply with procedures and legislation relating to confidentiality.

**Stakeholders**

The IT Technical Services Manager will work independently as well as part of a team. Key stakeholders include, but are not limited to:

* The IT Department
* Colleagues across the organisation.
* Individuals outside the College, including supplies.

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* Previous experience in IT support and Helpdesk work. Working in an educational environment is preferred;
* Previous experience of managing a team is preferred but not essential;
* The ability to work confidently in a frequently unsupervised environment;
* In-depth technical knowledge of Microsoft operating systems support and builds, Version 7 upwards, Microsoft Office support, Version 2010 upwards, Apple Mac OS and Mobile device support;
* Knowledge of Microsoft infrastructure, including servers and key services and general networking;
* Excellent customer service skills and a friendly and helpful manner;
* Logical and methodical problem-solving skills;
* Clear and confident communicator, whether dealing with suppliers, pupils or staff;
* A friendly and personable character, maintaining professionalism while commanding trust and respect;
* A demonstrable aptitude and enthusiasm for information and communications technology;
* Experience of, and flair for creating and maintaining accurate and accessible documentation;
* Ability to organise and prioritise changing workloads;
* Attention to detail and a clear desire to see all tasks completed to the highest quality.

**Working Pattern**

* A normal working week is regarded as 35 hours, to be worked during Helpdesk open hours.
* You will be entitled to 24 days holiday plus bank holidays which are also paid. However, when a bank holiday falls during a School term you may be required to work on that day, and you will be entitled to an addition day’s paid holiday in lieu.

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.