

Job Title IT Technical Services Manager

Reports to Director of IT

Job Purpose

We are looking for a full time IT Service Manager to 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 who provide ICT support to Eton staff and pupils.

Key Tasks and Responsibilities

- Contribute and deliver on the IT strategy as part of the management team.
- Manage and develop the IT Helpdesk team members.
- Oversee the ticketing system to ensure 1st and 2nd line requests are categorised, prioritised and resolved in-line with agreed SLAs.
- Ensure P1 tickets are managed effectively, escalated and communicated appropriately and problem managed post resolution.
- Deliver effective problem management to reduce repeat incidents and reduce risk of failure.
- Proactively investigate and evaluate new processes, products and technologies that may be of use to the College, making recommendations and impact to the Director of IT.
- Ensure daily that all services are available for the smooth operation of the school, including AV support for school events, conferences and camps.
- Onboarding and offboarding of users and devices are managed effectively, including device lifecycle management.
- Maintain accurate asset registers, control IT procurement, and handle licensing renewals for software and hardware.
- Create, maintain and publish relevant support documentation to assist all staff/students in the quick resolution of their calls and enable users to become more self-sufficient.
- Provide best-practice statistical analysis of Helpdesk tickets and continuous performance improvement.
- 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.
- All employees of Eton College are also expected to:
 - Develop a good understanding of safeguarding procedures, given all positions at Eton are classed as 'regulated activity';
 - Demonstrate a commitment to safeguarding and promoting the welfare of children. This includes but is not limited to completing safeguarding training as required, complying with all safeguarding procedures and ensuring any safeguarding updates issued by the College are read and understood.
 - Understand and comply with procedures and legislation relating to confidentiality;
 - Display a commitment to and promotion of equality, diversity and inclusion.

Last Updated: July 2026

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

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 suppliers.
- Other School IT departments.

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;
- Strong understanding of ITIL principles and best practice, ITIL Certification preferred;
- Effective reporting and performance management experience;
- Asset and device lifecycle management experience;
- Previous experience in developing and managing service desk and end user support teams;
- Technical knowledge of: Identity Management and MFA; Cloud & Virtualisation; MDM Software; ITSM Tool administration; AV & Classroom technology; VOIP and mobile Platforms; Learning Management Systems; Asset Management tools; other school applications preferred;
- Knowledge of Microsoft infrastructure, including servers, 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, staff or parents;
- A demonstrable aptitude and enthusiasm for information and communications technology;
- Experience of, 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

- You will be working 35 hours per week.
- Your working hours will be 8am - 4pm and 10.30am - 6.30pm Monday to Friday on a rota schedule.
- You will be working 52 weeks per year.
- You will be entitled to 28 days holiday, 3 of these days will need to be reserved for the Christmas shut down period. You are also entitled to 8 bank holidays. (You must use all your entitlement (including any lieu days) during periods of school holidays. If a bank holiday falls during a school term period, you will be required to work this day and you will receive an additional day's holiday in lieu).

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Disclosure Checks

Eton College is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure from the Disclosure and Barring Service (including Barred List information), an online search and, where applicable, Prohibition checks. If you are successful in your application, you will be required to complete a DBS Disclosure Application Form. Any information disclosed will be handled in accordance with any guidance and/or Code of Practice published by the DBS. The College is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions, reprimands and final warnings (including those which would normally be considered as “spent” under the Act) must be declared, subject to the DBS filtering rules. 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.

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