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| **Job Title** | IT Support Technician |
| **Reports to** | IT Service Delivery Manager |

**Job Purpose**

The IT Department provides all of the Eton College’s information and communications technology services for more than 2,000 users, both inside and outside of the classroom. You will report directly into the IT Service Delivery Manager and will need to be able to provide IT support across the college such as resolving support requests on computer hardware, software and network systems. The successful candidate will need to have excellent customer service skills and some experience working within IT support or helpdesk work. This is an exciting opportunity for an enthusiastic individual with a passion and aptitude for information technology to work for a prestigious and forward-thinking independent school.

**Key Tasks and Responsibilities**

* To provide front line IT Helpdesk support providing ICT help to Eton staff and pupils.
* Hardware and software support of school devices including Microsoft and Apple computers, printers, telephones and network equipment.
* Fault diagnosis and repairs to a wide range of end-user devices.
* User support for standard software packages and bespoke systems.
* Use of computerised Helpdesk facility and management of calls from inception to conclusion.
* Call management of own calls and cover if required for other calls.
* Routing calls to the right person to complete the task.
* Escalating appropriate calls to the right person to resolve a problematic issue.
* The movement of items such as PCs, monitors and larger objects where required, whilst adhering to health and safety and manual handling guidelines.
* Commitment to and promotion of equality, diversity and inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2023 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including but 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

**Skills and Competencies Required**

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

* At least one-year IT support and Helpdesk experience with the ability to demonstrate all round knowledge of IT support
* Microsoft Office support, Version 2010 upwards
* Microsoft and Apple operating system support
* Mobile device support, including Microsoft, iOS, Android
* Excellent customer service skills and a friendly and helpful manner

You may enjoy this role

* A demonstrable aptitude and enthusiasm for information and communications technology
* Confidence and willingness to learn
* Good communication skills and ability to work well in a team environment
* Ability to organise and prioritise workloads

**Working Pattern**

* 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 21 days holiday.

**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.**