|  |  |
| --- | --- |
| **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 issueCommitment 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 2022 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:

* Previous IT support and Helpdesk work
* 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.
* 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 35 hour per week between 8.00 am and 18:30pm, with an hour for lunch.
* You will be working 52 weeks per year.
* You will be entitled to 5.6 weeks annual leave.

**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.