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

**Job Purpose**

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. You will report directly to the IT Service Delivery Manager and will need to be able to provide IT assistance across the college such as resolving help-desk requests on computer hardware, software and network systems. The successful candidate will 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**

* Diagnose and resolve software, hardware, printers (copier & scanner) and telephony incidents & requests, including operating systems (Windows and Mac) and across a range of applications some bespoke;
* Assist with any logged IT related incidents & requests when called upon;
* Take ownership of issues by carrying out problem analysis to implement permanent fixes to resort service to the customer as soon as possible; accurately escalating incidents and requests when necessary;
* Accurately recording, updating and documenting requests using the IT service helpdesk system
* Installation and configuration of new IT equipment;
* Work under minimal direction and where appropriate provide direction to junior members of the team;
* Maintain a first-class level of customer service ensuring that all customers are treated efficiently and appropriately;
* Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organisation;
* To be a highly motivated team player with the skills and ability to manage changing priorities;
* Create, maintain and publish relevant support documentation to assist all staff/students in quick resolution of their incidents and service requests and enable users to become more self-sufficient;
* Exhibit a flexible approach to working on a rota basis of late and early shifts and provide necessary cover where needed;
* Provide training to fellow team members on project rollouts, latest technologies and assist with their development;
* Be willing to attend internal and external training as necessary to keep up to date with the latest technology and internal system processes;
* To work within the relevant legislation, policies and procedures;
* Proactively monitor and recommend changes to improve processes and policies, bringing new ideas and solutions to improve IT services to the College;
* Undertake other duties not specifically stated which from time to time are necessary without altering the nature or level of remit;
* To provide front line IT Helpdesk assistance 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 a conclusion;
* Call management of own calls and cover if required for other calls;
* Route calls to the right person to complete the task;
* Escalate appropriate calls to the right person to resolve a problematic issue;
* 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 or be:

* Experienced at a senior level and knowledge in IT support and Helpdesk work with relevant IT computing qulifications
* Knowledge of Microsoft (Version 2010 onwards) and Mac (Version Sierra onwards) operating systems, including installation, configuration;
* Mobile device support, including Microsoft, iOS, Android;
* Experience in supporting Macintosh, iPad, and Apple TV will be considered favourably.
* Familiarity with Mobile Device Management (MDM) and proficiency in JAMF 100/200 certifications will be advantageous.
* Experience with 1 to 1 iPad deployments is preferred.
* Understanding of bash scripting and Phyton will be viewed favourably
* Ability to work alone on day to day Helpdesk enquiries;

You may also enjoy this role if you have

* Experience with computer and peripheral hardware servicing and basic repairs;
* Excellent customer service skills and a friendly and helpful manner;
* A demonstrable aptitude and passion 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 and those of other junior members of the team.

**Working Pattern**

* Your working hours will be 35 hour per week. It will be a 7 hour day to fit within the hours of 08:00 to 18:30 by agreement with the Technical Services Manager, with an unpaid 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 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.**