

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 bring excellent customer service skills, practical IT support or helpdesk experience, and a proactive, solutions-focused approach. This is an exciting opportunity for an enthusiastic individual with a strong aptitude for technology to develop their skills within a prestigious and forward-thinking independent school.

Key Tasks and Responsibilities

- Provide first-line IT Helpdesk support to Eton College staff and pupils, delivering timely and helpful assistance.
- Hardware and software support of school devices including Microsoft and Apple computers, printers, telephones and network equipment.
- Diagnose faults and carry out repairs or appropriate remedial action for a wide range of end-user devices.
- Provide user support for standard software packages, Microsoft 365 applications and bespoke College systems.
- Use the computerised Helpdesk system to log, manage and progress support requests from initial contact through to resolution.
- Manage allocated support calls effectively and provide cover for other calls when required.
- Route and escalate support requests to the appropriate colleague or specialist team where further expertise is needed.
- Assist with the movement and setup of IT equipment, including PCs, monitors and other larger items, in line with health and safety and manual handling guidance.
- 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.

Skills and Competencies Required

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

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.

- Experience in IT support or a Helpdesk environment, with the ability to demonstrate a broad understanding of IT support principles.
- Working knowledge of Microsoft 365 applications and services.
- Experience supporting Microsoft and Apple operating systems.
- Experience supporting mobile devices, including Microsoft, iOS and Android platforms.
- Excellent customer service skills, with a friendly, patient and helpful manner.
- Strong communication skills, with the ability to explain technical information clearly to users with varying levels of IT confidence.
- Good organisational skills, with the ability to prioritise workload and manage competing support requests effectively.

You may enjoy this role if you:

- Have a demonstrable aptitude and enthusiasm for information and communications technology.
- Are confident using your existing knowledge and keen to continue developing your technical skills.
- Communicate clearly and enjoy helping others solve problems.
- Work well as part of a team and are willing to support colleagues when priorities change.
- Can organise your workload, prioritise tasks and remain calm when dealing with competing requests.

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 must be reserved for the Christmas shut down. 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.

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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