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

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| **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.
* Commitment to equality, diversity & inclusion.
* Commitment to safeguarding and promoting the welfare of children.

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| **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 * 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 |