|  |  |
| --- | --- |
| **Job Title** | IT Administrator |
| **Reports to** | Head of IT Services |

**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.

The IT services provided for staff and pupils are in many ways exceptional for a school, with gigabit internet speeds and WiFi services throughout. The IT team work hard to keep them running and to continually improve upon them. Professional solutions are used throughout, the very same as used in more corporate environments.

There is an ambitious IT project roadmap in addition to the usual workloads, with the opportunity to learn about and work with the very latest technologies.

**Key Tasks and Responsibilities**

* Front line IT Helpdesk support providing ICT help to Eton staff and boys.
* Use of computerised Helpdesk facility and management of calls.
* Routing calls to the right person to complete the task.
* Escalating appropriate calls to the right person to resolve a problematic issue.
* Processing procurement requests and invoices.
* Administrative assistance to the IT Helpdesk and to other members of the IT department
* 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 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.

**Working Pattern**

* A normal working week is regarded as 35 hours, to be worked during Helpdesk open hours. This is a year-round role, not tied to school term-times.
* 5.6 weeks annual leave.

**Skills and Competencies Required**

* Excellent customer service skills and a friendly and helpful manner.
* Methodical approach and a close attention to detail.
* 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.
* IT support and Helpdesk work
* Microsoft operating systems support and builds, Version 7 upwards
* Microsoft Office support, Version 2010 upwards
* Apple Mac support
* Mobile device support, including Microsoft, iOS, Android

**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.