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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 and promotion of equality, diversity & inclusion;
* All positions at Eton are classed as ‘regulated activity’ as per the Keeping Children Safe in Education 2021 guidance, therefore a good understanding of safeguarding procedures is essential;
* Commitment to safeguarding and promoting the welfare of children, including by 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:

* Experienced at a senior level and knowledge in IT support and Helpdesk work (including IT Computing qualifications at GCSE, BTEC, A-Level, ITIL Foundation);
* Ability to work alone on day to day Helpdesk enquiries;
* Knowledge of Microsoft (Version 2010 onwards and Mac (Version Sierra onwards) operating systems, including installation, configuration;
* Mobile device support, including Microsoft, iOS, Android;
* 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 7.5 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 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.