

Job Title: IT Services Technician

Responsible To: Head of IT Services

Work environment:

To work as a member of the IT Services team, reporting to the Head of IT Services. The job will involve working at the Peter Symonds College sixth form site and the Adult and Higher Education Division (AHED) site as required.

The College has an extensive network of more than 2400 PCs, laptops and Chromebooks, 100+ network devices and 120+ servers covering more than 25 buildings at the Owens Road and Stoney Lane campuses. Our PCs all run Windows, whilst the servers run a mixture of VMware, Microsoft Server, and Linux OSs.

Main responsibilities:

1. Provide a friendly and pro-active, 'first-point-of-contact' technical support service to all users (students, staff, parents and visitors) of the College IT systems, responding to walk-in, telephone, email and automated helpdesk queries.
2. Unpacking, configuring and installing new computers and other IT equipment (monitors, projectors, printers, etc).
3. Securing of IT equipment and accurately recording information to maintain our asset database.
4. Research, diagnosing and carry out first-level hardware repairs of IT equipment or user issues.
5. Testing, deploying, maintaining and supporting a wide variety of software.
6. Administer computer and user accounts for network access.
7. Contribute to the development of user documentation.
8. To ensure a safe working environment by checking leads, cleaning screens, keyboards, mice etc.
9. Undertaking training as required.
10. Prioritising the safeguarding of all students and participating in training on safeguarding matters.
11. Contributing to the elimination of unlawful discrimination, harassment and victimisation; advancing equality of opportunity and fostering good relations between people who share a protected characteristic and those who do not.
12. Any other duties that may be reasonably required.

March 2025

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Essential requirements

- Level 3 IT-related qualification, or equivalent industry experience/professional qualifications.
- Good working knowledge of Microsoft operating systems and Office applications.
- Good working knowledge of PC desktop and laptop hardware.
- Good level of English and Mathematic skills.
- Excellent interpersonal skills to provide a service to users of all levels and abilities.
- Ability to work through problems methodically and with an attention to detail.
- Ability to work individually and as part of the team.
- A keen interest to learn and a helpful personality.
- Excellent written and verbal communicator, with the ability to communicate technical issues to non-technical staff and students.
- To display a commitment to the protection and safeguarding of children and vulnerable adults.
- To display a commitment to meeting the individual needs of each student; to respect diversity, advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

Desirable requirements

- Previous experience of customer service roles
- Previous experience of IT roles
- Previous experience of working with young people
- Experience of networking hardware, protocols and systems
- Full driving licence