YEOVIL COLLEGE – JOB DESCRIPTION

Job Title:	**1st Line IT Services Technician**
Department:	**IT Services**
Responsible to:	**IT Services Manager**
Hours:	**37 hours per week – full time**
Salary:	**YC5.1 - £24,707**
Date of Issue:	**Aug 2026**

1. Job Purpose

Provide first line IT technical support for all problems escalated by our customers using the helpdesk; seeking technical support and advice from advanced tier support. Project manage elements of work as allocated by the IT Services Manager/Senior IT Services Engineer.

Key Roles & Accountabilities

- Use initiative and be proactive.
- Provide technical support via a helpdesk ticketing system, remotely, face to face and over the phone.
- Diagnosing and resolving hardware/software problems.
- Take a structured and logical approach to ensure accuracy
- Help monitor and maintain antivirus software at the desktop level to ensure the college is fully protected against threats.
- Building strong relationships with our customers to ensure high levels of service.
- Assist in the deployment of mobile devices whilst maintaining the college asset register and paper trails.

Key Objectives

- Maintain outstanding communication with both staff and students as part of the outward face of ITS.
- Supporting a predominately Microsoft Windows network consisting of end-user PCs, Laptops and portable devices.
- Support Windows, Android, MacOS and iOS devices.
- Desktop and mobile device deployment, updates, installation and maintenance.
- To learn and support various systems and software packages.
- To demonstrate the ability to prioritise workload and tasking for optimal efficiency
- Manage Helpdesk jobs in line with the college's SLA's trying to resolve in the first instance.

- Gathering key information as required using remote connection tools and escalating where needed to 2nd line.
- Ensure any repair work is undertaken correctly in a timely manner against warranties. Contacting suppliers and companies for technical and warranty support.
- Help maintain inventory records of hardware and software, updating these records and working with registry to keep all systems in sync.
- Creating and maintaining up to date user support resources.
- Supporting college events to help the IT provision run smoothly.

3. Other Duties

The Post Holder may be required to perform duties other than those given in the Job Description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post will be eligible for re-evaluation.

To participate in the College appraisal system and take responsibility for your own personal development.

4. Health and Safety

The post holder will agree, as part of the contract of employment, to comply with their duties under the Health and Safety at Work Act 1974, and any Health and Safety Regulations issued under the Act, and to cooperate with the College to enable it to carry out its health and safety duties under the Act. Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, may lead to disciplinary action.

5. Equal Opportunities

The College is committed to a policy of equal opportunities and all staff are encouraged to play their part in implementing the following College statement:

Yeovil College is an equal opportunities employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, nationality, ethnic or national origins, sex, marital status including civil partnership, disability, age, sexual orientation, faith or belief, transgender, pregnancy and maternity, responsibility for dependants, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Selection criteria and procedures will be frequently reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities. All employees will be given equality of opportunity and, where appropriate special training, to progress within the organisation. The College is committed to a programme of action to make this policy fully effective and actively advances Equality of Opportunity.

6. Safeguarding

Yeovil College is committed to prioritising and promoting safeguarding and protecting all children, young people and vulnerable adults from harm whatever, their age, gender, ethnicity, disability, language, faith and or sexual orientation. The term ‘safeguarding children and young people’ embraces both child protection and a preventative approach to keeping young people safe. ‘Safeguarding’ therefore encompasses learner health and safety, bullying, meeting the medical needs of those with medical conditions, providing first aid, security, support / safeguarding from drugs and substance abuse etc. This policy is applicable to all learners, staff, volunteers and visitors to Yeovil College as well as children who are in the care of learners whilst on placements and/or employees of Yeovil College.

Yeovil College – Person Specification
Post: IT Services 1st Line Technician

	Essential	Desirable
Previous Experience	• Experience configuring and troubleshooting Windows desktops and laptops. • Troubleshoot – engaging with users to resolve issues, fault finding. • Experience using Windows 11. • Experience using Microsoft Office 365 applications.	• 12 months experience delivering 1st line desktop support • Active Directory admin software. • Experience using SCCM. • Apple MacOS / iOS software. • Networking fundamentals. • Experience with classroom products, including projectors, IWB, wireless casting devices. • Experience of working in a customer focused environment.
Qualifications	• Good general education to GCSE level 2 or equivalent. Including English & Maths grade 4 (C) or above. • Level 3 or equivalent qualification in IT.	• Other relevant professional IT qualifications.
Special Skills/Aptitudes	• A strong awareness of the importance of first-class internal and external customer care. • An ability to create and contribute to effective teamwork. • Excellent IT skills. • Willingness to learn and develop IT skills further	• Familiar with using helpdesk software.
Personal Attributes	▪ Excellent interpersonal skills shown by the ability to communicate clearly and effectively at all levels. ▪ Able to work accurately. ▪ Able to plan and prioritise workloads, often with conflicting demands, to ensure deadlines are met. ▪ Able to work with a minimum of supervision.	▪ Willing to work in a busy environment. ▪ Able to work as part of a team under the guidance of Senior IT Services Engineer / Manager.
General	▪ Able to work occasional evenings by prior arrangement. ▪ Some weekend work by prior arrangement.	
Ability to demonstrate the College values	• Aspirational – High ambition, expectation, and effort. • Collaborative – In it together. • Exceptional – Innovative and enterprising. • Team YC – Doing amazing things.	

Where aspects of the person specification are shown as 'desirable' it is understood that the knowledge, skills or experience required could be achieved through relevant training which the College is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidates' ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children and vulnerable adults. The candidates will also be tested with regards their openness to diversity.

Employment Checks

The appointment is subject to Yeovil College obtaining medical, Disclosure and Barring Services clearances, evidence to show you are legally entitled to work in the UK (under the Immigration, Asylum and Nationality Act 2006) and employment references satisfactory to us and evidence of relevant qualifications to the post.

Please note that if the above clearances and references are not consistent with the information provided by you then your offer of employment may be withdrawn.

Please be aware that this post requires an Enhanced DBS check based on the specific duties of the position.

The Police Act 1997 provides a statutory basis for certain criminal record checks to be used by establishments, to safeguard children and vulnerable adults to provide information on anyone seeking to engage in activities with children and young people which are exceptions to the Rehabilitation of Offenders Act 1974. Working at the College could involve substantial access to young people or vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act 1974.

You must therefore disclose any cautions, convictions or pending prosecutions you may have, even if they would otherwise be regarded as 'spent' under this Act.

A conviction will not necessarily be a bar to employment at Yeovil College. Ask a member of HR for our 'statement on the recruitment of ex offenders'.

In performing our registered body duties, the College follows the Disclosure and Barring Service code of practice, and our Disclosure & Barring Service Handling Policy. Both these documents are available upon request from the HR team. The DBS Code of Practice can also be found here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/474742/Code_of_Practice_for_Disclosure_and_Barring_Service_Nov_15.pdf