Job description: IT Technician

Status	**Permanent**
Base	**Waterloo & Stockwell Centre / North Kensington Centre / Chelsea Centre** *Post holder will be required to work across all College sites*
Salary	£28,419 to £30,551 *It is our policy to normally appoint at the bottom of the salary scale*
Hours of work (per week)	36.5 hours per week There may be a regular requirement to work later hours to support evening teaching and related activities. Where applicable, this will be managed through a rota-based system, agreed in advance. Occasional additional out-of-hours working may also be required to support external events. Time off in lieu will be provided in line with college policy.
Reports to	IT Operations Manager
Manager to	None

ROLE PURPOSE

The IT Technician plays a key role in ensuring the smooth day-to-day operation of technology across the college. In a busy environment where staff and students rely heavily on IT to support teaching, learning, communication, and administration, this role provides reliable first-line support that helps minimise disruption and maintain productivity.

Acting as the first point of contact for IT related issues, the IT Technician supports users with common technical problems, assists with the setup and maintenance of devices, and ensures systems are accessible and functioning as expected. By delivering prompt, friendly, and effective support, the role helps build user confidence in technology and enables staff to focus on delivering high-quality education.

The role follows established procedures and works closely with senior IT staff, escalating more complex or infrastructure-related issues where appropriate. Through consistent support, accurate record-keeping, and a strong customer-service mindset, the IT Technician contributes to a stable, secure, and well-supported digital learning environment.

MAIN ACCOUNTABILITIES

Service Desk & Technical Support

- Act as the primary point of contact for all IT requests via the helpdesk, telephone, and in-person walk-ins.
- Accurately log, categorise, and prioritise tickets, ensuring all issues are resolved or escalated within agreed Service Level Agreements (SLAs).
- Troubleshoot and resolve common hardware and software faults across a diverse range of devices (Windows 11, MacOS and Chromebooks)
- Provide clear, patient, and non-technical guidance to users with varying levels of digital literacy.
- Own the end-to-end hardware onboarding journey, ensuring every new hire is equipped with functional, standardised tools on their first day. Support the college through hardware upgrades and physical workspace transitions.
- Provide on-site technical support during peak enrolment periods, ensuring dedicated stations, scanners, and ID card printers are fully operational.
- Proactively identify recurring issues and suggest improvements to processes, documentation, or standard builds.
- Participate in user acceptance testing (UAT) for new devices, software, or classroom technology.
- Provide technical support for exams, open days and college events.

User Access & Identity Management

- Manage user identities within Active Directory and Microsoft Entra ID,

including password resets and group memberships.
- Assist in the provisioning and de-provisioning of staff and student accounts following Standard Operating Procedures (SOPs).
- Provide front-line support for the Microsoft 365 and Google Workspace suites (Email, OneDrive/Drive, Teams/Classroom, and SharePoint).

Classroom & Endpoint Technology
- Configure and maintain Windows 11, macOS, and ChromeOS devices.
- Perform basic troubleshooting of Wi-Fi connectivity and physical patching of Ethernet ports in classrooms and offices
- Assist with the enrolment and deployment of mobile devices using tools such as Intune, Jamf, or Google Admin.
- Support classroom technology including interactive displays (e.g., Promethean/Smart), projectors, audio systems, and peripherals.
- Perform basic maintenance on printers (toner/clearing jams) and support the VoIP telephony system.

Security, Safeguarding & Compliance
- Maintain a "security-first" approach, ensuring all devices remain patched and compliant with college policies.
- Assist senior staff in gathering logs or isolating devices during suspected security incidents.
- Adhere strictly to GDPR and Data Protection policies, ensuring sensitive student and staff information remains confidential.
- Report any concerns regarding online safety or inappropriate content to the Designated Safeguarding Lead (DSL)

Operations & Documentation
- Maintain an accurate inventory of all IT hardware, software licenses, and consumables.
- Assist with large-scale device rollouts, hardware refreshes, and the collection/loan of equipment for exams or events.
- Document common fixes and contribute to the "Self-Service" knowledge base for staff and students and internal team wiki.
- Identify complex infrastructure issues and escalate them to the engineering team, providing detailed notes on troubleshooting steps already taken.

GENERAL COLLEGE RESPONSIBILITIES

Safeguarding children and vulnerable adults:

The post holder will be expected to promote with staff and students the importance of safeguarding the welfare of children and vulnerable adults they are responsible for and come into contact with

This job description is not exhaustive and as such the post holder is expected to be flexible. Any changes of significance will only be made following a discussion with

the post holder

WORKING WITH
The post holder will work closely with all staff and students.

DBS STATUS
This post is exempt from the Rehabilitation of Offenders Act 1974 and is regulated activity. The post holder will be required to obtain an Enhanced DBS Disclosure, including an ISA barred list check.

PERSON SPECIFICATION

Job Title:	IT Technician

Essential Criteria:

- Relevant technical degree or equivalent professional experience
- Experience in an IT support, service desk, or systems support role
- Ability to log, prioritise, and manage incidents using a ticketing system and work to SLAs.
- Practical experience troubleshooting and resolving common hardware and software issues.
- Strong customer service and communication skills, with the ability to explain technical issues clearly to non-technical users.
- Experience providing in-person, telephone, and remote IT support.
- Understanding of user account administration and access management principles.
- Familiarity with Microsoft 365 and/or Google Workspace user support.
- Ability to support and maintain endpoint devices, peripherals, and basic classroom technology.
- Awareness of IT security best practices, data protection, and confidentiality requirements.
- Ability to document work accurately and contribute to knowledge bases or internal documentation.
- Ability to work effectively in a busy environment, managing multiple priorities and supporting peak operational periods.
- Experience supporting Windows 11, macOS, and ChromeOS environments
- Experience supporting AV, interactive classroom technology, or VoIP systems.
- Have a commitment to and be able to demonstrate knowledge of health & safety and equality and diversity as appropriate to the post.
- A clear understanding of Safeguarding and Prevent and the ability to create and sustain a learning environment in which the safety and welfare of children and vulnerable adults is paramount

Desirable Criteria

- Experience assisting with IT projects, device rollouts, or event-based

technical support.

- Industry standard technical certifications
- Experience with Active Directory and/or Microsoft Entra ID.
- Exposure to Mobile Device Management tools (Intune, Jamf, or Google Admin).

April 2026