

JOB DESCRIPTION	IT Support Technician (0.8FTE)
Reporting to:	IT Manager
Key relationships:	Students, Teaching Staff, Administrative Staff, IT Manager
Working Hours:	9:30 – 17.30
Working Days:	Monday-Thursday
Salary:	£30k per annum (£24k pro-rated)
Application Deadline:	6 th November 2026

MAIN PURPOSE OF ROLE

We are seeking a 0.8FTE IT Technician to provide both L1 and L2 support to staff and students. This will be a mix of in-person, email, and phone support, as well as routine maintenance tasks such as patching, application upgrades, performing fresh installs, and monitoring of systems.

MAIN DUTIES AND RESPONSIBILITIES

- Supporting staff and students in the use of our catalogue of software and portals
- Solving routine queries (examples: how to print in specific formats; connecting to WiFi)
- Patching Office and Open Access computers
- Performing fresh installs on new hardware
- Monitoring the status and performance of systems
- Providing a basic level of AV support in teaching spaces

Additional duties and responsibilities

- Onboarding new members of staff
- Creating user facing support documentation
- Optimising existing processes and procedures in collaboration with the IT Manager as needed

Essential criteria

- Minimum 2 years experience providing IT support across level 1 and level 2
- Strong communication skills
- Strong troubleshooting skills
- Ability to prioritise workloads
- Excellent knowledge of Mac and Windows Desktop environments
- Experience with Active Directory or an equivalent identity management platform
- Commitment to improving processes

Desirable criteria

- Experience providing IT support in an educational setting
- Familiarity with the Adobe Creative Cloud suite as an end user

- Experience with editing and administrating Wordpress based websites
 - Familiarity with Apple hardware
 - Experience producing user facing documentation
 - Some knowledge of GNU/Linux server environments
-