

## **JOB DESCRIPTION**

**Job Title:** IT Support Technician

**Line Manager:** Network Manager

### **Summary of Job**

Provide 1<sup>st</sup> line support for all users of the College IT systems.

Contribute to the day-to-day support, maintenance, and development of the College IT infrastructure, including the wired and wireless networks, desktop and laptop computers and other peripherals.

### **Responsibilities**

- Provide a high level of 1st line support to all users of the College IT systems, including staff and students. This may include:
  - Answering support calls
  - Helping students and staff use the common software packages, such as Microsoft Office and the Adobe Creative Suite
  - Resetting users' passwords and MFA settings
  - Helping staff and student's setup and configure personal devices e.g. setting up College WiFi, email and Microsoft Authenticator on mobile phones
  - Replenishing toner and ink in photocopiers and printers
- Liaise with the supplier for repair, servicing, and supply of printer & copier equipment as per warranty and support arrangements.
- Monitor stock of items such as toner, ink, staples and projector bulbs and place orders to replenish supplies.
- Help maintain the College's IT asset register.
- Set up and support scheduled College events for Marketing, Parents, and Students (up to a maximum of 5 events per academic year) such as Welcome to Esher, Open Evening, Parent Information Evening, PR evenings (online), Tutor Evenings, and Higher Education Evening. This support will be recognised through the payment of extra contracted days equivalent to 20 hours of work, not through overtime.
- Assisting with the replacement of devices such as workstations, laptops, telephones,
- Assist staff in use of Teams and Microsoft SharePoint sites
- Induct new staff how to use College IT systems and setup of laptops for new staff.
- Ensure that daily and weekly server backup tasks (such as rotation of tapes) are completed successfully
- Help maintain the security of the College IT systems.
- Provide support for computer-based exams.
- To demonstrate an awareness and commitment to equality and diversity, health and safety and safeguarding.
- To do other tasks as reasonably requested by the Principal from time to time