



## **Senior IT Technician**

**Full time, 37.5 hours per week**

**£28-£30k**

This Senior IT Technician role will provide a lead to the two IT Technicians and have the capacity, and skill, to take a more proactive role in areas such as analysis of issues, to see trends and continuous improvement opportunities, and guide the development of improved guidance documentation and user inductions, while also adding hands-on weight to the Technicians' team in providing IT user support, cross-College.

### **About Us**

Clifton College is a leading independent day and boarding school educating over 1,200 pupils aged 3 to 18. Founded in 1862, the College provides an all-round education, a rich heritage with modern state-of-the-art facilities. Located in the beautiful suburb of Clifton, we lead the way as one of the best independent schools in the country.

### **About You**

You will be Proactive, enthusiastic, confident, and assertive. Customer and service orientated, Process orientated, and Flexible.

### **What you'll be doing (objectives)**

- To analyze support requests and seek continuous improvement opportunities to reduce support needs
- To bring about improvements in induction and training for users of the College computer system
- To act as primary point of IT department contact for College staff and pupils
- To present the positive, responsive, helpful and professional face of the IT department
- To deliver required solutions with efficiency within the confines of agreed processes and standards
- Provide first and second level support to College staff



- Provide first and second level support to pupils
- Identify support requests and issues quickly in term of urgency and importance
- Assess support requests in terms of priority and topic, categorize them appropriately, and ensure that they are appropriately assigned to self or colleague within IT
- Escalate issues as required
- Liaise with third party organizations to meet business requirements
- Provide services with adherence to IT controls
- Perform troubleshooting and problem-solving
- Support user acceptance testing
- Meet any other relevant and reasonable requests of the line manager Support Arrangements
- Provide out of hours support and work unsociable hours as required
- Maintain and update your own knowledge and skills in line with legislation and the needs of the role
- Adhere to the College's safeguarding policies and procedures
- Maintain knowledge of Health and Safety legislation, as applicable to the role; adhere to the College's Health and Safety policies and procedures

## **Required Qualifications & experience**

### Essential

- Proven track record in user support provision
- Accustomed to operating efficiently and effectively in busy, Microsoft-based, regulated environment
- Ability to learn quickly and adapt to wide range of IT hardware and software

### Desirable

- A recognized qualification in the field of IT service and support
- Experience in IT help desk administration
- Experience in highly-regulated, commercial environments
- Knowledge of MS SharePoint and Google collaborative platforms encompassing Gmail and Google Drive





## Required Skills

- Excellent written and verbal communication skills
- Ability to analyze data and demonstrate critical thinking
- Very good organization skills
- Detail-conscious
- Ability to process information and communicate at appropriate technical level given the audience
- Ability to recognize relative business priorities
- Ability to follow processes
- Ability to see improvement opportunities and to make appropriate suggestions

## What's in it for you

£28-£30k • 26 days annual leave plus bank holidays • Free Holiday Club • Free lunch • Onsite gym membership with swimming pool • Pension scheme & Life Assurance • Cycle to work scheme • Confidential counselling • Employee Assistance • Opportunities for career development Pop Up Bicycle Servicing • Wellbeing Week

## How we Recruit and our commitment to Safeguarding

Clifton College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. That's why we apply robust selection principles to our recruitment, in line with Keeping Children Safe in Education (KCSIE).

If you're invited to interview, you'll be asked to complete an application form (but it's OK if you want to send us your CV too). Although not all the roles at Clifton College are pupil-facing, we treat all roles as regulated activity. This means we can be safe in the knowledge that we have applied the most stringent recruitment checks to safeguard our pupils.

Due to the nature of the role, you will need to complete an enhanced criminal record disclosure (DBS check) and undergo our pre-employment screening. As a regulated sector we are required to ask for references prior to interview. By applying for this role you are consenting for us to contact your referees. This role is exempt from the Rehabilitation of Offenders Act 1974 therefore you will be asked to disclose all previous convictions not exempt under amendments to the Exceptions Order 1975, 2013 and 2020.



If you join us, we will provide regular training on Safeguarding, Equality & Diversity and Health & Safety legislation to ensure that you maintain an up-to-date knowledge of these areas.

### **Equal Opportunities**

Applications are welcome from all suitably qualified candidates regardless of ethnicity, gender, age or disability. We particularly encourage applications from under-represented groups. Clifton College is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

### **How to apply**

In the first instance, send us your CV or a completed application form. If you submit your CV and you're invited to interview, we'll ask you to complete an application form at this stage, which is a key requirement of Safer Recruitment within Keeping Children Safe in Education (KCSIE)

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