

UCS
HAMPSTEAD



University College School
Frognaal
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JOB DESCRIPTION

1 JOB DETAILS

Job Title: IT Technician

Contract: Full-time, permanent

Location: Senior School

Salary: £34,000 per annum

Hours: 35 hours per week

Times: 8am-4pm including 1 hour unpaid break (Monday – Friday)

2 JOB PURPOSE

UCS Foundation owns and controls an extensive IT estate spanning a number of sites. Use of IT hardware and software is fundamental to the academic and support operations within UCS Schools. Effective, reliable IT resources, and efficient and professional troubleshooting and user support is therefore critical to the smooth running of the organisation.

Reporting to the IT Support Manager, the IT Technician will provide break-fix and user support for IT hardware and software, system administration, and practical tasks in support of the IT operation, both under their own initiative within their assigned area, and as directed by the IT Support manager or, as necessary, by the IT Network Manager. The incumbent will work closely with the rest of the IT department in delivering high quality service to all Foundation staff, pupils and the wider school community.

3 DIMENSIONS

The IT Technician reports to the IT Support Manager and has no direct line management responsibility. The IT Technician will also be accountable to the Head Teacher(s) of the schools at which they operate.

4 RESPONSIBILITIES

1. To act as a first point of contact for users experiencing IT issues or requiring technical assistance
2. Provide first and second-line IT support for all hardware (e.g., desktops, laptops, tablets, projectors, interactive whiteboards, printers, scanners, servers, networking equipment) and software (e.g., operating systems, educational software).
3. To install, maintain, repair and dispose of IT hardware including computers, telephones, audio-visual equipment, mobile devices and, under instruction, network devices
4. To install, configure, maintain and remove IT software and, under instruction, undertake system administration
5. Provide training and guidance to staff and students on the effective use of IT equipment and software.
6. To research and place orders for IT hardware, software and consumables
7. To assist the IT Support Manager in maintaining accurate records of all IT assets
8. To undertake occasional manual handling of IT equipment
9. To advise the IT Support Manager, the IT Network Manager and the Head of IT on specific IT issues and general trends in IT support and the development of IT use
10. To support a small number of out of hours events as and when required.
11. Diagnose and resolve technical issues in person, over the phone, via email, or using remote support tools.
12. Log and track all support requests and resolutions using a helpdesk ticketing system
13. To undertake any reasonable duties as directed by the IT Support Manager, Head of IT, the Chief Operating Officer and the Head Teacher(s) of the School at which they operate

5 KEY RESULT AREAS

1. IT facilities are maintained to a high standard
2. Users receive high quality support in their use of IT hardware and software
3. IT issues are responded to in a timely manner
4. IT asset records are up-to-date and accurate
5. To assist the team in meeting SLA targets

6 PERSON SPECIFICATION

Experience

1. Providing IT support to users of Microsoft and Apple systems, ideally in an education environment
2. Setting up IT and audio-visual equipment
3. Supporting wirelessly connected mobile devices

Skills and Abilities and Personal Attributes

4. The ability to rapidly develop an understanding of new technologies and applications
5. Familiarity with common Windows and Mac software
6. The ability to remain calm in the face of competing priorities
7. Polite and articulate in the delivery of good customer service

HEALTH & SAFETY

The School takes its obligations under the Health & Safety at Work Act seriously and the postholder will be required to comply with all aspects of the School's Health & Safety policy, particularly in relation to safe working practices. All staff must keep up to date with the School's health and safety policies which are regularly updated and posted on the staff intranet.

For more information on the post, please visit <https://www.ucs.org.uk/about/work-at-ucs/> and click apply now to download an application form and send your completed copy to recruitment@ucs.org.uk

In addition to completing the UCS application form, applicants should provide a full Curriculum Vitae and a supporting letter as soon as possible. The closing date for this application submission is June 27th, 2025 at 12pm. Applications will be considered on receipt, and we reserve the right to interview and appoint at any stage during this process.

University College School is fully committed to safeguarding and promoting the welfare of children. The successful applicant will be required to undertake an Enhanced check for Regulated Activity from the Disclosure and Barring Service (DBS) before a formal offer of employment is made. This is a requirement as the position is within a school working with children aged under 18. UCS will also undertake its own recruitment checks through contact with previous employers, referees, and others, to confirm applicants' identities and their professional records.