



Queen's College, London

Established 1848

IT Support Analyst

Reporting to: IT Service Desk Manager

Key Responsibilities

Support Desk Analysis

- Asset and configuration management
 - Track, log and correct information to protect assets and components;
 - Create and maintain operational documentation;
 - Compile inventories for computer hardware and software licences;
 - Maintain all stock levels of equipment.
- Customer service management
 - Act as first responder to user support requests and queries;
 - Provide desk-based support to all IT users across both schools;
 - Resolve user requests that occur and be proactive in searching for potential problems to achieve excellent user outcomes which may involve liaising with and coordinating third parties and stakeholders.
- Problem support
 - Assist investigation into problems in systems, processes and services;
 - Contribute to the implementation of remedies and preventative measures.
- Project and event support
 - Support school events before, during and after school hours with IT and AV setup;
 - Assist with major IT projects and manage minor IT projects.
- Service focus
 - Demonstrate knowledge and understanding about different products and services, how they are used in education and how these can be maximised at Queen's.
- Service reporting
 - Identify ticket trends and assist in improving IT service delivery.

- Ownership and initiative
 - Assume ownership of issues until they have been escalated or the problem has been mitigated or resolved.
- Technical understanding
 - Demonstrate expertise in end user technologies and devices;
 - Show an understanding of what these involve and continuously develop this understanding and expertise.

Health & Safety and other policies

- Comply with and assist with the development of policies and procedures relating to health & safety and security, confidentiality, and data protection, investigating issues and making recommendations to the Senior Leadership Teams and Director of IT where necessary.

Other Duties

- Participate in training and other learning activities and performance development, as required.
- Undertake additional duties that are commensurate with the role, as reasonably required.

All staff are expected to:

- Be aware of and committed to the ethos and values of Queen's
- Take an active role in the development and implementation of school policies and in the whole life of the school
- Ensure that there are equal opportunities for all
- Adhere to school policies and procedures
- Be fully committed to safeguarding and promoting the welfare of children

Person Specification

The successful candidate is highly likely to have the following skills and experience:

Essential

- At least one year's experience working in a busy IT support role
- Experience of Microsoft O365
- Excellent organisational skills
- Able to communicate clearly and effectively with a range of stakeholders in a professional manner, both verbally and in writing
- Able to plan and prioritise workload independently
- Good attention to detail and ability to show initiative
- Able to solve problems in a logical and efficient manner
- Able to work flexibly, calmly and with enthusiasm
- Able to work in a team and form productive, supportive & professional relationships with all colleagues

Desirable

- Qualified to degree level or similar
- Possess a relevant IT qualification
- Experience of Microsoft Azure
- Experience of working in an educational setting
- Working knowledge of safeguarding practices & principles

Terms and Conditions

- Permanent position
- Full-time, all year round
- Start date: March 2024 (or as soon as possible thereafter)
- The salary range for this role is £26,336 – £30,885 per annum, dependent on qualifications, skills, and experience
- Normal working hours will vary within 0730 – 1730 (e.g. 0730 – 1600, 0900 – 1730) Monday to Friday; precise timings each week will be agreed in advance with reasonable notice
- Free lunch in the Dining Hall during term time
- Holidays – 25 days per annum, plus English bank holidays
- Healthcare insurance (taxable benefit)
- Defined contribution pension scheme (up to 10% employer contribution)
- Wellness Allowance
- Cycle to Work Scheme
- Employee Assistance Programme

Queen's College, London is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo the requisite pre-employment procedures, including checks with past employers and the Disclosure and Barring Service.

During the shortlisting process, Queen's College, London will consider carrying out an online search on shortlisted candidates as part of its due diligence.

This post is 'exempt' from the Rehabilitation of Offenders Act 1974; all shortlisted applicants will be required to declare:

- *All unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974*
- *All spent adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020*

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Further guidance on disclosure can be found [HERE](#).

Queen's College, London recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome applications from people of all backgrounds.