Title: IT Support Technician

The School:

Eaton House School was founded in 1897 and aims to provide a first-class education, striving for excellence in all academic, cultural and sporting pursuits, giving every child the confidence to discover where their gifts lie and to enjoy their talents. Wellbeing is at the core of its ethos. The School is non-selective at our 3+ and 4+ entry points, because we believe that children develop emotionally and academically at different paces and without the pressures of early exams. It also champions single-sex education, as we know from numerous studies that younger children learn best when alongside peers of the same gender.

The School's results speak for themselves. Despite being non-selective our girls and boys obtain outstanding academic results and receive a wide range of scholarships to superb senior schools, including Westminster, St Paul's School, Dulwich College, James Allen's Girls' School (JAGS), Winchester, Wycombe Abbey and Eton.

Alumni that have passed through Eaton House include former Prime Minister, Harold Macmillan, plus many great talents such as Laurence Olivier, Eddie Redmayne, Bear Grylls, Anthony Asquith and Philip Pullman. Our most important legacy, however, continues to be the many happy children who have discovered a love of learning at Eaton House Schools and go on to pass on their knowledge to many future generations.

In June 2021, Eaton House Schools became part of the Dukes Education family, working together in pursuit of giving every pupil an extraordinary life through education.

Job Purpose:

Based in Clapham, SW London the School is looking for a pragmatic and enthusiastic IT Support Technician to support our IT Manager.

Preferably with School experience, this is a key role reporting to the IT Manager. The post-holder will be responsible, with the IT Manager, for the function and success of our IT infrastructure along with the user experience.

Job Duties:

· To provide level 1 & Level 2 technical support to all of the school's users across both school sites in Clapham and Belgravia.

· Meeting and greeting walk-in visitors to the IT office and providing support as needed, along with attending classrooms and offices to resolve issues.

· Responding to tickets and tasks assigned by the IT Manager within the agreed SLAs.

· To operate, install, update and work with equipment such as smartboards, external storage devices, computer diagnostic tools, printers etc.

· To work in compliance with the School and GDRP policies in order to maintain confidential information.

· To support the design, installation and configuration of software and hardware across the school network.

· Ensuring there is stock of day-to-day items and the office remains clean and clear.

· To support & perform routine maintenance of computer / network systems in order to ensure stable and efficient school operations.

· To support vendor diagnostic tests to identify and resolve faults.

· To support & carry out hardware repairs or replacements of IT devices including mobile devices, Desktops and Laptops.

· To accurately record asset movements (IMAC's) on the asset management tracking system.

· To train users on new systems by performing technical demonstrations to acquaint them with operational procedures when required.

· To accurately record, update and document requests using the IT service desk system.

· To support major IT issues or upgrades which are not possible to perform during normal school hours.

· To act as a technical advocate within the school; promoting thoughts and ideas that contribute towards more efficient and productive systems. To assist in the migration and implementation of new IT systems.

· To assist the theatre technician when required with A/V and IT support.

Skills and Experience:

- Proven experience in 1st and 2nd Line support role with a strong knowledge of hardware, networking and basic AV equipment.
- Hands-on experience with AD, MS365, Intune and Autopilot.
- Experience of using and troubleshooting Active Directory (on-prem) and Entra-ID / Azure AD.
- Knowledge of endpoint security, Compliance policies and remote management.
- Strong attention to details and a process-driven mindset.
- Excellent communication and customer service skills.
- Desirable: IT related certifications (Microsoft, CompTIA, ITL , Cisco)