

IT Services Senior Support Technician

ROLE OVERVIEW

Job Title: IT Services Senior Support Technician

Grade: EC6

Contact Hours: 37 per week (1FTE)

Contract: Permanent

Department: CIS

Responsible to: IT Services Support Team Manager

Functional Links with: Senior and College Leadership Teams, All College Staff, All College Students, External IT Service Providers

KEY ROLE OBJECTIVES

Deliver frontline technical assistance, in-person and remotely, to users of the college's endpoint devices, AV equipment, and supported software and digital services, to facilitate exceptional IT service for teaching and learning.

As a senior member of the IT Services Support Team, provide excellent customer service to college end users by troubleshooting and resolving support issues and service requests, and supporting IT and AV equipment during college events.

Mentor and train other members of the IT Services Support Team by demonstrating best practices in technical support, implementation, maintenance, procedural compliance, and problem solving.

Collaborate with IT Services colleagues and college end users to deliver innovative solutions through the application of technical knowledge and clear, effective communication.

Follow all IT Services policies and procedures, standards, and best practices. Ensure work and systems are documented effectively.

Take a leading role in the continuous improvement of IT Services processes, systems, and personnel.

When required on occasion, support or perform operations outside of core hours.

Support and exemplify the college's values and set a good example for colleagues and students to follow.

MAIN RESPONSIBILITIES

Provide 3rd line technical support and excellent customer service, diagnosing and resolving customer support issues and service requests, in-person or remotely, and escalating to other IT Services colleagues and teams, if required.

Monitor, record, prioritise, and respond to customer support issues and service requests received through various channels, including, but not limited to, the IT Services support portal, telephone helpdesk, walk-in helpdesk, email, or direct interactions.

Mentor other members of the IT Services Support Team, providing guidance and support on complex technical issues, procedural queries, and troubleshooting challenges.

Assist the IT Services Support Manager in coordinating the day-to-day operations of the IT Services Support Team, including, but not limited to, the preparation of schedules, procedures, and other documents; procurement and purchasing of IT equipment; and delegating and monitoring tasks and responsibilities within the team.

Oversee and lead the setup and technical support of various college events and training sessions, including, but not limited to, virtual, on-site, and off-site formats.

Install, configure, and maintain endpoint devices and AV equipment, including, but not limited to, PCs and laptops; monitors, screens, and other AV equipment; printers; and mobile devices.

Manually install, configure, and maintain standard supported software packages on college endpoint devices.

Monitor and maintain compliance with IT Services workstation maintenance and presentation standards by regularly servicing endpoint devices in teaching spaces, learning resource centres (LRCs), and staff offices, replacing end-of-life equipment and disposing of it in a WEEE-compliant manner.

Develop and maintain a comprehensive knowledge base and documentation library to guide college end users through solving common technical issues and service requests.

Adhere to all IT Services policies, procedures, standards, and best practices.

Develop and maintain support and asset documentation, including configurations, processes, and troubleshooting guides.

Provide training and guidance on new or updated systems, technologies, and processes to other members of the IT Services Support Team.

Collaborate with stakeholders to identify and implement innovative solutions to technical problems, managing their expectations and service experience.

Communicate technical concepts clearly to non-technical users and provide guidance and training where needed.

Lead the design, implementation, and documentation of new IT support processes, procedures, and solutions in accordance with industry best practice, departmental standards, and ITIL framework.

Provide out of hours support where required, sometimes at short notice, supporting college events or deployment programs.

Accept and adhere to the college's Code of Practice for Systems Administrators.

Carry out all actions with due regard for Health and Safety and compliance with the law and college policies.

Stay current with emerging technologies and undertake regular technical and other training as required and directed by members of the IT Services Management Team.

MANDATORY DUTIES

1. Responsibility for safeguarding and promoting the welfare of children and vulnerable adults in college.
2. Commitment to equal opportunities.
3. Commitment to British Values and the Prevent Agenda.

ADDITIONAL DUTIES

This role requires the postholder to travel between sites and have held a driving licence for at least 2 years with no more than 6 points.

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the Exeter area.

This job description is current at the review date. In consultation with the post holder, it is liable to variation by the College to reflect actual, contemplated, or proposed changes in or to the job.

Reviewed: November 2025

Person Specification

IT Services Senior Support Technician

Assessment Criteria

Evaluated on application form (A) and/or interview (I)

Experience

Essential Criteria:

- Experience of working as a member of an IT support team (A/I)
- Experience of working in an educational setting (A/I)
- Experience of troubleshooting and resolving complex technical issues (I)
- Experience of communicating technical concepts clearly to non-technical users (I)
- Experience of installing, maintaining, and supporting endpoint devices and AV equipment (A/I)
- Experience of supporting Microsoft 365 (Office 365) and other software applications (A/I)
- Experience of supporting Microsoft Teams Live Events or other streaming platforms (A/I)

Desirable Criteria:

- Experience of providing mentoring to colleagues (I)
- Experience of proactively maintaining and improving the presentation and organisation of IT equipment (A)
- Experience of deploying and supporting software applications in an enterprise environment (A)
- Experience working to data protection and cyber security best practices (A)
- Experience of designing and implementing new IT support procedures (A)

Skills and Abilities

Essential Criteria:

- Good technical knowledge of Microsoft client operating systems (A/I)
- Good technical knowledge of AV equipment and technologies (A/I)
- Good technical knowledge of Microsoft 365 (Office 365) services (A/I)
- Technical knowledge of networking concepts and technologies (A/I)
- Technical knowledge of Microsoft identity technologies (A/I)

- Excellent interpersonal, communication, and documentation skills (A/I)

Desirable Criteria:

- Technical knowledge of Microsoft endpoint deployment and management technologies (A)
- Technical knowledge of print services (A)
- Familiarity with asset management and stock control procedures (A)

Personal Qualities

Essential Criteria:

- Ability to collaborate effectively with team members, technical support staff, and end users (I)
- Ability to adapt to and prioritise new information and requirements (I)
- Ambitious, improvement-driven, solutions-focused mindset (I)
- Excellent problem-solving and organisational skills (I)
- Ability to use initiative and work independently (I)
- Ability to remain conscientious whilst working under pressure (I)
- Positive, energetic, and supportive attitude (I)

Qualifications

Essential Criteria:

- BTEC / NVQ IT Level 3 or equivalent (A)
- Driving licence held for at least 2 years with no more than 6 points (A)

Desirable Criteria:

- Degree level qualification in an IT Services related discipline (A)
- Achieved or working towards A+ / Network+ Certificate or equivalent (A)
- Achieved or working towards ITIL 4 Foundation Certificate (A)
- Achieved or working towards relevant Microsoft Credentials (A)

Mandatory Requirements

Essential Criteria:

- Commitment to safeguarding and promoting the welfare of children and vulnerable adults in College (I)
- Commitment to equal opportunities (I)

- Commitment to British Values and the Prevent Agenda (I)

Reviewed: November 2025

OUR VALUES ARE WHAT MAKE US, US!

VISION: To be an exceptional College

MISSION: To shape futures by delivering world-class education and training for our city and region

AMBITION

- We are challenged and encouraged to push boundaries to enable us to realise our ambitions
- We are brave and take decisions that transform lives and foster achievement for all
- We are agile, future-focused and embrace digital technology and learning
- We believe in impact; we are passionate about our community and environment and continue to make big changes in order to play our part in creating a sustainable city and College

COLLABORATION

- We collaborate with others to ensure we grow, thrive and initiate brilliance
- We are bold and innovative; we listen to and learn from others in pursuit of the exceptional
- We care about place; we collaborate with others to ensure success for our community that has national impact
- We believe that we are stronger together and actively seek out partnerships that make a difference and help us enrich our College

ENERGY

- Our expertise, passion and actions energise and enthuse those around us
- We care and support our people and our community. We believe that we excel when we are empowered, engaged and enjoy our time at College
- We are curious; we focus on solutions, not problems
- We are proud of our achievements and actively seek out opportunities to celebrate these and set ourselves our next challenge.