



IT Services Technician

Job Description

Faculty / Department:	Financial and Information Services		
Campus:	Burslem and Caudon		
Responsible to:	Head of Digital Infrastructure		
Responsible for:	N/A		
Grade:	Grade 2B (SCP 13) £28,400		Hours: Full-time 37 hours per week, Permanent 1 FTE

Role Summary:

The IT Services Technician is responsible for ensuring the efficient and effective operation of College hardware, software and digital platforms, helping to maintain system availability and deliver high-quality IT services across all College sites.

The role provides first and second-line technical support to staff and learners, responds to incidents and service requests, supports the implementation of new technologies and projects, and contributes to the continuous improvement of IT services. Working closely with colleagues, stakeholders and suppliers, the postholder will assist in maintaining secure, reliable and user-focused technology services that support the College's strategic objectives.

Main Duties and Responsibilities:

Work Processes and results

- Ensure the reliable operation, availability and performance of College IT systems, hardware, software and digital services across all College sites.
- Provide first and second-line technical support to staff and learners, resolving incidents and service requests in accordance with agreed service standards.
- Diagnose hardware, software and infrastructure issues, undertaking appropriate troubleshooting and escalating faults where necessary.
- Install, configure and maintain IT equipment, software, peripherals and digital learning technologies, supporting compliance with software licensing requirements.
- Maintain accurate records within the IT Service Desk, asset management systems, inventories and technical documentation.

- Support the management and lifecycle of College IT assets, including deployment, movement, replacement and disposal activities.
- Uphold information security standards, report security concerns promptly and contribute to the protection of College systems, devices and data.
- Work with colleagues, suppliers and support partners to resolve incidents, deliver projects and improve IT services.
- Assist with IT procurement activities, stock and spares control, and the management of technology-related resources where required.
- Contribute to the continuous improvement of IT services by identifying opportunities to enhance service quality, efficiency and user experience.

Team Work

- To work flexibly as a member of a team of support staff, including attendance at team meetings and other College meetings, as well as supporting open events.

Communication / Documentation

- Communicate effectively across a wide range of audiences.

Personal Development / Performance

- Demonstrate a commitment to continuing Personal/Professional Development.
- Engage proactively in the performance review process, contributing to the setting of the role specific objectives, supporting developmental planning and participating in regular review discussions to foster continuous improvement and alignment with college priorities.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Demonstrate a commitment to embed the FREDIE principles of Fairness, Respect, Equity, Diversity, Inclusion, and Engagement, contributing to building a truly inclusive culture where everyone feels valued, respected, and able to participate.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

College Values

- To demonstrate and uphold the College's values - Inclusive, Collaborative, Courageous, Ambitious, Nurturing (ICcAN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate actively in making the College a welcoming and inclusive environment in which to learn and work, contributing to a college culture which is consistent with our values.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance

with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges.

- Maintain vigilance regarding safeguarding concerns and report them in full compliance with the College's safeguarding procedures.
- Model appropriate professional boundaries and positive behaviour.
- Participate in mandatory Safeguarding, Prevent, and Health and Safety training and maintain up-to-date compliance through refresher sessions.
- Read and understand Part 1 of KCSIE (or Annex A where applicable) and refresh understanding annually when the guidance is updated each September.
- Contribute to maintaining a safe and welcoming environment for all Learners.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder.

These activities are subject to amendment over time as priorities and requirements evolve, and as such it may be amended at any time by the line manager following discussion with the post holder.

*This Job Description and Person Specification is accurate as at **September 2026**. In consultation with the postholder, the College reserves the right to update, amend, or vary its content, to reflect changes to, or modernisation of, the role.*



Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Cert	Certificate
DBS	DBS Certificate
Po	Portfolio

PERSON SPECIFICATION

IT Services Technician

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	Minimum of 2 GCSE's (A* - C, 9 – 4) or equivalent, including Maths and English or willingness to work towards.	A, I, Cert	- Minimum of 4 GCSE's (A* - C, 9 – 4) or equivalent. - Relevant Microsoft, CompTIA, ITIL or other industry-recognised certification.	A, I, Cert
	Level 3 qualification in information technology, computing or a related discipline, or demonstrable equivalent technical experience.	A, I, Cert		A, Cert
	Evidence of relevant continuing professional development.	A, I, Cert		
Experience	Experience of diagnosing and resolving hardware, software and user-access issues.	A, I, T	- Experience of providing IT support within an education environment. - Experience supporting Microsoft Teams, endpoint-managed devices, audio-visual equipment or classroom technology. - Experience of IT asset management, device deployment or	A, I
	Experience supporting Microsoft Windows and Microsoft 365 applications.	A, I		A, I
	Experience of accurately recording incidents, actions and resolutions using a service desk or similar system.	A, I		A, I

			equipment refresh activities.	
Special Knowledge/ Skills/ Abilities	• Good working knowledge of Microsoft Windows, Microsoft 365 applications and common desktop hardware and peripherals.	A, I, T	• Working knowledge of Microsoft Teams, Intune, Entra ID or comparable management platforms.	A, I
	• Ability to diagnose technical issues methodically and identify an appropriate resolution or escalation route.	A, I, T	• Understanding of networking fundamentals, including wired and wireless connectivity, IP addressing and common network troubleshooting.	A, I, T
	• Strong customer service and communication skills, including the ability to explain technical information clearly to non-technical users.	A, I	• Knowledge of IT service management principles and structured incident escalation.	A, I
	• Ability to organise and prioritise work while managing competing incidents and service requests.	A, I	• Ability to create and maintain clear user guidance and technical documentation.	A, I
	• Ability to work independently, use initiative appropriately and contribute effectively as part of a technical team.	A, I		
	• Understanding of cyber security, data protection, confidentiality and acceptable-use principles within an IT support environment.	A, I		
Disposition/ Attitude	• Ability to maintain accurate service, asset and technical records.	A, I		
	• Demonstrable understanding of the College's values, and ability to demonstrate practical implementation throughout work duties and through being able to work flexibly as part of a team.	I		
	• Demonstrable positive approach to Equality,	A, I		

	Diversity & Inclusion • Resilience and adaptability in response to challenges and change.	A, I		
Suitability to work with Children, Young People and Vulnerable Adults	• A commitment to Safeguarding and promoting the welfare of children, young people and vulnerable adults. • Understand the importance of maintaining confidentiality and appropriate professional boundaries with children, young people and vulnerable adults • Awareness of Safeguarding policies and procedures in an educational setting. • Ability to recognise and report safeguarding concerns in line with College procedures.	I, DBS I, R, DBS I, R I	• Training in Safeguarding, child protection, or Prevent beyond mandatory induction • Familiarity with safeguarding legislation relevant to the education sector. • Awareness of Prevent duty	A, I, R I I



TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.

Conditions of Appointment

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

Pension Arrangements

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

Working Hours

The standard full-time working week for all staff is 37 hours.

Maternity, Paternity & Adoption

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

Sick Pay

The Company has a scheme of enhanced sickness benefits.

Training and Development

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

Holidays

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

Staff Parking

Free and ample parking space is available on both sites, subject to availability at peak times.

Salary Payments

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

Notice Periods

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

Location of Work

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

Equality of Opportunity

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.