



PLUMPTON COLLEGE

IT Support Specialist	
Reporting to:	IT Manager
Working Hours:	Full time (37.5 hours per week)
Salary:	Scale point S5 (point 21-25)
Annual Leave:	26 electable days plus 8 statutory days

Job Purpose

The IT Support Specialist supports the daily operations of the college's IT service by delivering high-quality 1st and 2nd line technical support to staff and students across all sites. The role includes resolving escalated support issues, assisting with system upgrades and deployments. This position works closely with the IT Coordinator to maintain a reliable and effective IT support service.

Duties and responsibilities of the job

1. Main Duties

a. 1 st and 2 nd line support for end-user devices, operating systems, software, and peripherals.
b. Respond to incidents via phone, face-to-face, and the HALO helpdesk system.
c. Escalate complex or unresolved issues to the IT Coordinator.
d. Ensure incidents and requests are accurately logged, updated, and closed in HALO.
e. Maintain a visible presence at the helpdesk and ensure coverage in coordination with other team members.
f. Assist the IT Coordinator in planning and executing IT upgrades, classroom setups, and college events.
g. Support hardware rollouts, AV installations, and software deployments.
h. Maintain accurate records of IT assets, including loan stock and AV kits.
i. Monitor and manage consumables and ensure appropriate security of IT equipment.
j. Keep technical guides, user instructions, and helpdesk documentation up to date.
k. Recommend improvements or automation opportunities to enhance support efficiency.

2. Quality Improvement

a. Help deliver staff development based on trends identified on the IT helpdesk.
b. Attend team meetings to monitor and standardise practice, share information and good practice, and plan and implement improvements.
c. Contribute to the development of the College's IT Policies.
d. Maintain effective communications with other staff, including attending staff, student, and appropriate departmental meetings as required.

3. Continuous Professional Development

a. Keep abreast of new and forthcoming IT developments with the aim of improving the quality of IT services throughout college.
b. Actively participate in the College performance management processes, including appraisals to support personal and professional development and enhance student experience.
c. Complete all mandatory training as required in line with college expectations.
d. Attend appropriate training courses and events as directed by the IT manager.

4. Other responsibilities and duties

a. Participate in staff and student recruitment campaigns, Open Days, and promotional/information events as required.
b. Work with other stakeholders as required to develop and deliver high quality IT service.
c. Contribute to and support the delivery of the college strategic and IT operational plans.
d. To have a flexible approach to working hours.
e. Comply with the College's Equality & Diversity and Safeguarding policies.
f. Evaluate, reflect on and develop own practice, be responsible for own continuous professional development and maintaining accurate records of CPD.
g. Adhere to the College Health and Safety Policy, ensuring that appropriate safety standards are maintained during practical activities.
h. Undertake such other duties commensurate with the grade of the post as may reasonably be required by the College Management Team.

Qualifications / Skills / Knowledge / Qualities

At Plumpton College we are:

- Ambitious and Progressive
- Enterprising
- Professional
- Passionate about everything we do
- Supportive

Essential criteria for the post
a. 2+ years' experience in an IT support role.
b. Strong knowledge of Windows Client and Server OS and Microsoft 365.
c. Working knowledge of Microsoft Intune and cloud-based cloud management tools.
d. Familiarity with endpoint imaging and basic networking.
e. Experience with HALO or similar ITSM platforms.
f. Knowledge of AV systems and printer management.
g. Knowledge of Microsoft AD, GPO, or patching routines.
h. Strong customer service and communication skills, working with ages 14 upwards.

CONDITIONS OF EMPLOYMENT

Working Hours

Basic working hours are from 0830hrs to 1700hrs Monday to Friday, but some flexibility will be required to meet the needs of the business. This is an all-year-round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your Manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

Continuous Professional Development (CPD)

This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

Benefits

The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

Equality and Diversity

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.