



IT Technician (2026)	
Reporting to:	IT Manager
Working Hours:	Full time (37 hours per week)
Salary:	Up to ££££
Position Code:	PC S3 points 16 - 20: £25,053 - £28,039
Annual Leave:	26 electable days plus 8 statutory days

Job Purpose

The IT Technician provides first-line, front-facing technical support to staff and students, resolving day-to-day issues across IT hardware, software, and systems. This is an on-site role requiring a consistent presence at the IT helpdesk located our main campus with some flexibility to provide support at other college sites. The technician ensures service desk coverage, responds to user requests in person, and supports the delivery of device rollouts and standard maintenance tasks. The IT Technician works under the guidance of the IT Coordinator but reports to the IT manager.

Duties and responsibilities of the job

1. Main Duties

a. Deliver 1st line support for hardware, software, printing, login issues, and connectivity.
b. Log, update, and resolve incidents using the HALO ITSM system.
c. Assist with the setup and imaging of desktops, laptops, and other devices.
d. Support AV setup and classroom IT readiness.
e. Monitor and maintain stock of IT loan equipment and peripherals.
f. Escalate unresolved or complex issues to the IT Support Specialist
g. Support the IT team in the delivery of hardware/software rollouts and upgrades.
h. Contribute to asset tracking and maintain accurate equipment records.
i. Assist with the onboarding of new users, including issuing IT equipment and basic IT inductions.
j. Prepare materials and assist in the delivery of IT CPD sessions as directed.
k. Suggest improvements to helpdesk workflows or user support processes.

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.
e. This is a support-focused role with scope to grow into a 2nd line or specialist position over time.

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 delivery of the college strategic and IT operational plans.
d. Ensure all safeguarding policies and procedures are followed.
e. To have a flexible approach to working hours.

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
1+ years' experience in an IT support role or equivalent college/university IT course
Familiarity with Microsoft Windows 11 / Server OS and Microsoft 365 / Entra
Good understanding of networking and device imaging
Good written and verbal communication skills
Full UK driving licence

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.

Date issued...

JD category

Agreed by

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