

# The Leicestershire College

## Job Description

### 1. Job Details

Job Title:	IT Helpdesk Technician
Department:	IT
Reporting To:	IT Manager
Competency Level:	Business Support 2
Hay Grade:	G2
Salary:	£25,950 - £28,006 Per Annum
Date of Job Evaluation:	TBC
Date:	March 2026

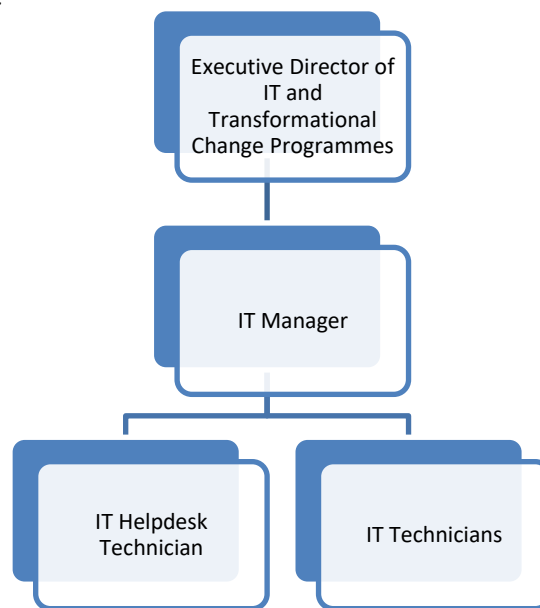
### 2. Job Purpose

To provide first-line IT support to staff, students, and stakeholders across desktop and mobile computing environments, ensuring reliable service delivery and excellent customer support.

### 3. Dimensions

- Work as 1st line IT support team member to record and deliver all IT requests, incidents and problems in line with the published and agreed SLA's
- Focused on the technical support, installation, maintenance and configuration of resources needed to support all current IT systems within the college environment.
- Work with the Senior IT Technician and Infrastructure Manager to deliver projects as required
- Work through shift patterns for the 1st line support team ensure that support desk & technical cover is available for the required hours of operation.
- Provide excellent customer service and communication to customers ensuring that they are kept informed of incidents problems and requests.

#### 4. Organisation chart



#### 5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



## 6. Key Responsibilities

### Role specific responsibilities

- To log and record all incidents and requests that come into the IT support team
- To provide 1st Line support for the desktop computing including PC's, MAC's, Projectors, and associated peripherals including specific resources required by the business.
- To follow the incident, problem, change, Asset and configuration, release and deployment and request fulfilment management functions within the ICT team.
- To follow and adapt the workflow process of Service Desk scripts to enable 1st line Support function to quickly identify issues and resolutions.
- To follow and continually improve the IT procurement function within the College.
- Aid in the coordination of IT resources to ensure that the appropriate level of service is provided.
- To maintain and report on pre-agreed levels of service availability.
- Ensure customer satisfaction.
- Respond to and liaise with management the resolution of any customer complaints
- Ensure personal workloads are manageable and targets and tasks met, highlighting conflicts and issues at the earliest opportunity.
- To assist in the planning, documentation and maintenance of IT resources across college
- To ensure safe practices with regard to health and safety by ensuring compliance with health and safety requirements and completing and reviewing risk assessments where appropriate

### Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

## 7. Key Result Areas

Action	Result
<b>Understand and perform against Service Level Agreements.</b>	To give meaningful performance data against SLA from the service desk, leading to the development of the continuous improvement plan.
<b>Manage incidents and problems to ensure timely return to service in line with the published priority stack &amp; SLA's.</b>	Manages the expectations of the customers for the resolution of incidents, problems and requests.
<b>Acts as the first contact and resolution point for incidents and requests reporting progress to the customer.</b>	Provides ownership of the support calls to effectively communicate with the customer advising of progress and expected resolution.
<b>Help identify problem trends to provide not just break fix resolution but true problem management to minimise repeat occurrence of incidents.</b>	Utilising the service desk application, tracks trends and KPI's to identify problem management opportunities minimising resolution times and restoration to service.
<b>Help Develop and publish the IT service catalogue – detailing the services provided by IT, the requirements to obtain the services and any costs associated.</b>	Provides the ground rules and services available through the IT department, and allows a structured method to deliver the services as a product rather than an adhoc/non-standard request.
<b>Use effective targeted communication.</b>	Effective communication is essential to help the customer understand the progression and progress of their support call.
<b>Work with the Project teams to develop the full service design and transition into service of approved projects.</b>	By designing the service effectively and managing the transition into service of the projects it ensures that new initiatives are fit for purpose, cost effective and supportable.

## 8. Key Working Relationships and Communications

**Internal:** Curriculum and Support Staff, Students

**External:** External organisations and visitors

## 9. Scope for Impact

Not Applicable

## 10. Competency Profile

The following profile is a description of the required competencies of the role:

<b>Working with Excellent People</b>	<b>Responsiveness</b>
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
<b>Ensuring Financial Sustainability</b>	<b>Self-Awareness</b>
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
<b>Delivering Excellent Quality</b>	
Anticipates customer needs; prevents poor service; delivers consistently high quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Understands the importance of appraising and evaluating results of online searches and be a critical user of digital technologies.	

## 11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	IT related qualification or relevant experience (Microsoft Associate quals e.g. Fundamentals)	•		Application/ Certificates
2.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
<b>EXPERIENCE</b>				
3.	Excellent experience of supporting Microsoft / MAC applications and associated hardware and peripherals	•		Application/ Interview
4.	Experience of ITIL Incident, Problem, Change, Asset and Release and Deployment functions		•	Application/ Interview
5.	Experience producing technical documentation to agreed quality standards		•	Application/ Interview
6.	Experience working in a customer care environment and building successful customer and supplier relationships		•	Application/ Interview
7.	Experience of current Microsoft environments, OS & infrastructure elements		•	Application/ Interview
8.	Experience of understanding and contributing to KPI's and continuous service plans	•		Application/ Interview
9.	Excellent experience of supporting Microsoft / MAC applications and associated hardware and peripherals		•	Application/ Interview
<b>SKILLS &amp; KNOWLEDGE</b>				
10.	The ability to work in a team, motivating and supporting others	•		Application/ Interview
11.	Able to develop good inter-departmental relationships with internal and external customers and users	•		Application/ Interview
12.	Demonstrate a logical and methodical approach to the tasks and priorities encountered within the role	•		Application/ Interview
13.	Able to communicate knowledge within the team to help develop a greater understanding and skills base for team members	•		Application/ Interview
14.	The ability to successfully communicate with customers and work with colleagues at all levels in the organisation	•		Application/ Interview
15.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
<b>BEHAVIOURS</b>				
16.	Attention to Detail	•		Interview
17.	Flexibility to be able to travel for cross-college inter-site purposes and regionally/nationally for strategic College business	•		Interview
18.	Commitment to undertake the College Induction Programme upon commencement of employment	•		Interview
19.	Promote the College's equal opportunities policy and practices	•		Interview
20.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in April 2026 and may be amended in light of changing circumstances following discussion with the post holder.

## 12. Job Description Agreement

<b>Job Holder Signature</b>		<b>Date</b>	
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