



EPSOM
COLLEGE

Senior IT Technician



Welcome to Epsom

Thank you for your interest in our school. I am into my third year here and can tell you – both as a parent and Head – that Epsom is a very special place. We're fortunate to have beautiful grounds, wide-open spaces and excellent facilities.

Our academic results are strong, and we're proud of our sport, co-curricular programme and pastoral care. What strikes me most, however, is the warmth of our community, the genuine enthusiasm of our pupils, and the dedication of staff who truly care about every child in their charge.

INDIVIDUAL ATTENTION

Epsom College has a clear mission: to help young people to lead fulfilling lives and make meaningful contributions to the world.

We're pleased that our pupils consistently achieve strong academic results – 91% securing A*-B at A-level – and they follow diverse paths to top universities, pioneering startups, creative ventures, and entrepreneurial pursuits. Yet academic excellence is just the foundation.

I hope our pupils will leave with memories, friendships, ideas and imagination that will serve them for life.

I want them to discover talents they didn't know they had and to develop the confidence to tackle whatever challenges await them. I encourage them to take appropriate risks, to ask thoughtful questions, and to pursue their passions with determination.

NATIONAL RECOGNITION

We're grateful for recent recognition: The Sunday Times named us the UK's most-improved school in 2024, School Sport magazine ranked us as the leading co-ed school in South East England, and Tatler describes Epsom as a school that "constantly burnishes" its reputation.

But we continue to evolve. And our future success depends on the quality of the staff we bring into our community. I hope you come and meet us and leave as excited about Epsom's future as I am.

Mark Lascelles,
Head, Epsom College

Job Purpose and Department

JOB PURPOSE

The Senior IT Technician will report to the IT Helpdesk Manager.

We are seeking an enthusiastic Senior IT Technician as first point of contact for IT Support responsible for providing a broad range of technical support and trouble shooting assistance for staff and pupils over the phone, via email or face-to-face. You will work with the rest of the IT team to support IT systems used in the day to day running of the college whilst also providing support for the other technicians and handling any ticket escalations from them. You will also be required to handle any tickets assigned to you from first contact to close, as well as working with colleagues on projects outside of the helpdesk.

IT DEPARTMENT

The IT department plays a crucial role in the running of a technologically enabled school like Epsom College. Not just responding to tickets from users but working alongside academic and operational staff to deliver a forward-thinking and innovative digital strategy.

With one eye always firmly focused on the future, the IT team at Epsom works hard to continually develop our infrastructure in line with the needs of the business and our users. Our aim is to deliver an outstanding user experience and to support our colleagues in providing an innovative and fresh experience to students, inside and outside of the classroom.





Role and Responsibilities

- To ensure the delivery of IT services to defined Service Levels.
- To Administer college devices and users through M365 administration (Azure, Entra, Intune)
- To respond to users and effectively resolve IT support issues over the phone, via email or face to face
- To provide support desk cover for first line support.
- To provide second line support and resolution for general technical issues and third line support in areas of expertise.
- To operate, install, update and work with equipment such as smartboards, external storage devices, computer diagnostic tools, printers etc.
- To work in compliance with the College and GDPR policies and maintaining confidential information.
- To support the installation and configuration of software and hardware across the College network.
- To perform tests to evaluate new applications/technology prior to release.
- To perform routine maintenance of computer/network systems to ensure efficient operations.
- To perform diagnostic tests to identify and resolve faults.
- To carry out hardware repairs of IT devices including mobile devices.
- To replace or upgrade existing IT infrastructure such as endpoints and printers.
- To accurately record, update and document requests using the IT service desk system.
- To support major IT issues or upgrades which are not possible to perform during normal working hours.
- To be part of the out of hours IT support Service on Call Rota on a rotational basis

Person Specification

PERSONAL ATTRIBUTES

- A positive, “can do” attitude, who can work alone as well as contributing to and enjoying being part of the broader team.
- Excellent written and oral communication skills.
- Have a strong interest in Information Technology and keep abreast of new developments in software and hardware
- A problem solver
- The ability to explain problems and solutions clearly to non-technical users
- The ability to prioritise, work under pressure and meet deadlines
- A patient, analytical and methodical approach

TECHNICAL SKILLS, EXPERIENCE AND REQUIREMENTS

The post holder will be required to have significant experience and knowledge in:

- Microsoft Office 365 administration including OneNote, OneDrive and Teams.
- Office 365 in the classroom (Microsoft Teams/Classroom).
- Microsoft Azure and Intune administration.
- Server Virtualisation (i.e. VMWare, Hyper-V).
- Microsoft Active Directory, Group Policies, AD Federation Services, Azure, Entra and Intune.
- MS Windows operating systems.

DESIRABLE TECHNICAL SKILLS

- Experience of FITS/ITIL service delivery – Certification Desirable.
- Knowledge of School MIS system (iSAMS)
- Knowledge of using MDM.
- Good working knowledge of Powershell, PowerApps and Power Automate
- Cisco networking.
- Cisco Unified CM (Call Management).
- Experience of working in a school/educational environment.





Terms and Conditions

- **Salary:** £32,000 - £37,000 dependent on experience and qualifications
- **Hours:**
 - Full-time (40 hours per week as part of a rota working 8-5, 9-5 or 10-6) all year round.
 - Part of a Saturday morning rota (8:30-12:30) during term time; expected to be 3 Saturdays per term.
 - Part of the IT Emergency Support rota during term time (Monday-Friday 6pm-10pm, Saturday 12:30-10pm, Sunday and Bank Holidays 8am-10pm. This rota will be paid in addition to the stated salary.
- **Holidays:** Entitlement will be 28 days per annum, inclusive of bank holidays. This entitlement rises by one day per year up to a maximum of 33 days per annum inclusive of bank holidays.
- **Pension:** The College operates the Epsom College Automatic Enrolment Scheme. The Scheme is administered by The Pensions Trust and eligibility is based on statutory criteria. If eligible, the Employee will be required to contribute a minimum of 5% of basic salary and the College will contribute 4% in compliance with current legislation.
- **Benefits:**
 - Private health care
 - School fee discount

- Life Assurance
- Meals and refreshments free of charge during working hours
- Free use of fitness suite at certain times
- Free car parking on site

Method of Application

Candidates to complete an application form which can be downloaded via our website www.epsomcollege.org.uk. To comply with safeguarding procedures when working in a school, CVs will not be accepted. Applicants should refer to the Recruitment, Selection and Disclosure policy on the College website.

Applications will be assessed in order of receipt and interviews and appointment may occur at any stage after applications are received. Please apply as soon as possible.

If you have any questions about the role, please contact the HR team on hr.recruitment@epsomcollege.org.uk

- **Closing date for applications: 7th September 2026**

Safeguarding and Equal Opportunities

SAFEGUARDING

Epsom College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

The post is exempt from the Rehabilitation of Offenders Act 1974 and the School is therefore permitted to ask job applicants to declare all convictions and cautions (including those which are “spent” unless they are “protected” under the DBS filtering rules) in order to assess their suitability to work with children.

In compliance with statutory safer recruitment regulations, the post will be offered subject to receipt of satisfactory written references, pre-placement medical assessment, proof of appropriate qualifications, a check of online search engines and websites of publicly available information that does not identify the candidate as potentially unsuitable to work within a school setting, a satisfactory Enhanced Disclosure from the Disclosure and Barring Service and overseas police check if appropriate, as well as confirmation that the successful candidate is able to work in the UK.

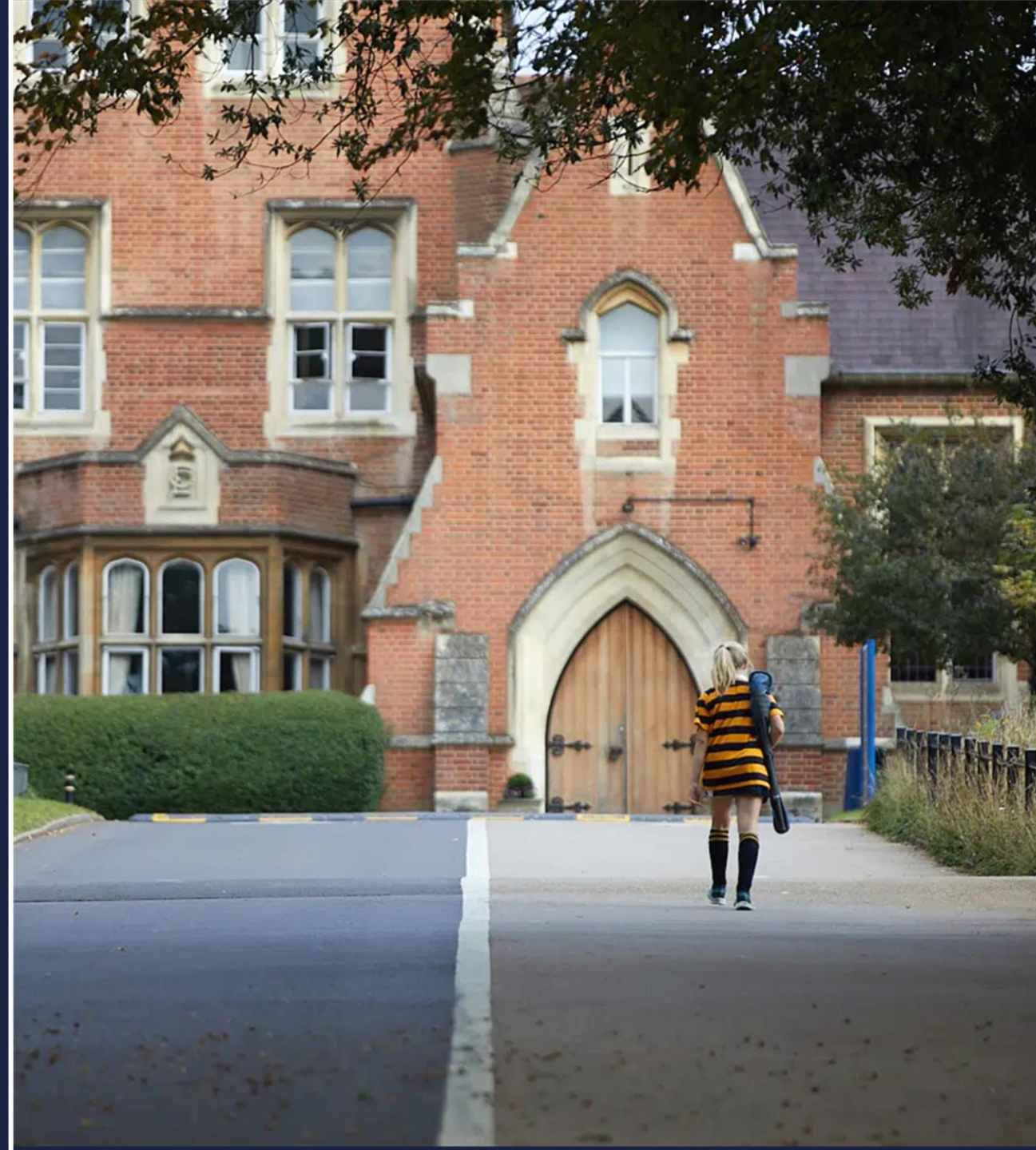
Prior to interview, an online search of internet

search engines, websites and other publicly available and publicly accessible platforms to ascertain applicant's suitability to work within a school environment will be undertaken on applicants that have been shortlisted. Please note whilst the Enhanced DBS check will be paid by the College if an overseas police check is required it will be at the cost of the successful applicant.

EQUAL OPPORTUNITIES EMPLOYER

Epsom College is an equal opportunities employer that believes in equal opportunities for all, celebrates, and welcomes diversity.

Employment decisions throughout the school are made without regard to any status protected by law. If you require any reasonable adjustments at any stage of the application process, please feel free to contact our HR department or detail any adjustments on the application form.





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WWW.EPSOMCOLLEGE.ORG.UK