Post Title:	IT Desktop Support Technician	Post Number:	CS0687P
Daily Supervision:	IT Support Manager	Grade:	CSS Scale 5
Department:	IT Services	Last Updated:	March 2026

Our Purpose: Be Ready…

Realise Aspirations, Shape Futures, Serve our communities

Our Code:

We CARE deeply about achieving outcomes in the right way and expect staff and students to behave with….

Community

Accountability

Respect

Excellence

Job Purpose

To provide all services and duties necessary for the delivery of front-line support for the College's IT systems and networks –

- To ensure outstanding customer support and service standards at all times through provision of a telephone, email, and face-to-face IT help desk.
- To maximize immediate resolution of service incidents.
- To deliver, service, install, and support all equipment and software associated with the delivery of IT services to staff and student desktops including computers, printers, and audio-visual equipment.

Principal Duties and Responsibilities:

1. To provide on-site telephone support for students and staff, to log and record all incidents accurately and completely, and to resolve incidents immediately using remote technology.
2. To deliver consistently outstanding customer support through politeness, patience, diligence, tenacious problem solving and excellent customer interaction and feedback.
3. To maintain comprehensive, accurate, and current records of all incident and incident-related activity, to follow rules and procedures relating to holding and resolving incidents, to understand service level agreements and to contribute to timely delivery of services in line with these targets.
4. To maximize the instant resolution (i.e. at the point of contact) of service incidents, and the near-instant resolution (i.e. quickly after the point of contact) of service incidents where instant resolution is not possible, and to minimize the numbers of incidents escalated to other technicians.
5. To unpack and connect desk-top computers and equipment, to asset tag and smart-water all devices to install, test, and configure pre-defined images, to make accurate records in the asset database, and to remove and recycle all packaging and waste materials.
6. To replace and install desktop computers and equipment include removal and scrapping of old equipment, delivery and installation of new equipment, tidying and cleaning of rooms, removal and recycling of packaging and waste, and accurate asset auditing and recording of equipment locations.
7. To provide basic support and administration for service incidents relating to telephone handsets and desk sets, and mobile and smart-phones including the issuing of top-ups.
8. To provide basic support and installation in communications cabinets including patching of new equipment and other cable management.
9. To provide support for equipment and software used in the delivery of interactive teaching and learning including interactive white-boards, speakers, projectors, and Notebook and PowerPoint software.
10. To provide basic troubleshooting for Windows desktop operating systems and for other desktop software including MS Office, Notebook interactive white-board software, and other software packages.
11. To escalate complex incidents and problems to the IT Infrastructure Team in order to document and resolve issues such that future instances can be immediately resolved without escalation.
12. To troubleshoot hardware faults including, but not limited to desktop PC's, laptops and printers and where necessary replace those components in a safe manner.
13. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
14. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
15. To maintain quality standards, appropriate to the post.
16. To conform with the Health and Safety requirements relevant to the post.
17. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

Person Specification

Knowledge	PSM
1. HNC in Computing, or equivalent	A/I
2. Microsoft Certification in Windows Desktop Operating systems	A/I
3. An understanding of back-office computer infrastructure - networks, servers, storage, printers, account maintenance, email, UPS, and backups	A/I/T

Skills/Abilities – Interpersonal	PSM
4. An effective team-player who works well with other team members and who is also able to work on their own	A/I
5. Self-motivation and enthusiasm for technology and customer service	A/I
6. The ability to provide outstanding customer support through effective and inspiring interaction with customers	A/I
7. The ability to quickly pick up new skills and technologies through ongoing self-improvement and formal training	A/I
8. Excellent communications and interpersonal skills (including written, spoken, and all other channels)	A/I
9. The ability to work in a non-discriminatory manner	A/I
10. A tenacious approach to problem ownership and problem solving	A/I

Experience	PSM
11. Experience of desktop computer support, management, servicing, imaging, and replacement	A/I/T
12. Experience of incident and problem escalation and liaison with 2nd line support	A/I
13. Experience of working in a formalised service management environment including formal procedures and processes	A/I
14. Experience of supporting IT in an educational environment including interactive teaching using IT	A/I

Work Related Circumstances	PSM
15. The ability to work flexibly outside normal working hours on occasions	A/I
16. The ability and willingness to undertake relevant staff development	A/I

Skills/Abilities - Other	PSM
Effective prioritisation and time management	A/I
The ability to maintain accurate and comprehensive records	A/I
The ability to communicate a technical subject to non-technical people	A/I
Responsibility for safeguarding and promoting the welfare of children whenever applicable.	A/I

Prepared By:	Graham Harrison – Chief Information Officer
Date:	July 2023

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030
LINCOLN COLLEGE GROUP STRATEGY *2025-30*

OUR PURPOSE *Be Ready...*

REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because You Matter.

We CARE deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY
We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY
We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT
We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE
We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

BE READY...

TO LEARN — Provide an inclusive and supportive learning experience for every learner

FOR LIFE & WORK — Deliver an innovative and inspiring curriculum, equipping learners for their future

TO MAKE A DIFFERENCE — Develop and value our workforce, creating healthy, happy places to work

TO THRIVE — Secure long-term financial stability, funding an exceptional learner experience

TO CARE — Champion environmental sustainability and responsible practices

TO GROW — Forge extraordinary international and commercial partnerships

TO BE EXTRAORDINARY — Modernise and enhance our learning environment

The **Lincoln College** Group