

JOB DESCRIPTION

POST TITLE	:	IT Technician
SALARY	:	£26,236
RESPONSIBLE TO	:	Head of Network Services
CLOSING DATE	:	5.00pm, Tuesday 27 October 2026
INTERVIEW DATE	:	Thursday 5 November 2026

Main Purpose of the Post

To provide IT support that enables the day-to-day functionality of Burnley College computer equipment, classroom technology and cloud services across all College sites, including the following:

End-user devices — desktops, laptops, tablets, and mobile devices

Classroom and audio-visual equipment, including interactive displays and Microsoft Teams meeting rooms

Printers, MFDs and networked peripherals

Microsoft 365, Microsoft Intune and Google Workspace cloud services

Responsibilities and Job Activities

- 1 To provide first-line IT support to Burnley College staff and students, in person, by telephone and through the IT service desk
- 2 To ensure that all reported faults are resolved in a timely manner and within agreed service levels, keeping users informed of progress
- 3 To ensure that software and digital learning tools are available, licensed and functional for both staff and student users in line with the College's needs
- 4 To ensure that lessons, examinations, open events and all major College events receive sufficient and timely IT and audio-visual support
- 5 To provide additional assistance to the second line team where necessary, contributing to the diagnosis of underlying causes and to permanent fixes
- 6 To contribute to the department's knowledge base and to self-help guidance for staff and students
- 7 To promote the safe and effective use of technology, including good cyber security practice, and to report security and safeguarding concerns promptly

Support and maintenance

- 1 To support and maintain the end-user devices and equipment on the Burnley College network, such as desktops, laptops, tablet devices and mobile devices, including all related peripherals
- 2 To support and maintain audio-visual equipment, including interactive displays, projectors, Microsoft Teams meeting rooms and associated devices
- 3 To build, deploy and maintain end-user devices using the College's imaging and provisioning processes, including Microsoft Intune ensuring that the correct software and configuration are applied
- 4 To manage operating system and application updates through Microsoft Intune and associated tooling
- 5 To assist in the relocation and redeployment of computer hardware and software in line with the College's strategic plans and curriculum needs
- 6 To perform proactive and preventative maintenance according to pre-set schedules
- 7 To maintain accurate asset records for College IT equipment throughout its lifecycle, including secure disposal
- 8 To assist members of the academic staff to facilitate the efficient use of classroom computers, displays and peripherals
- 9 To assist students in the use of College computer equipment and related peripherals
- 10 To support the College's print service, including MFDs and print management software
- 11 To support college events which would occasionally require evening and weekends.

Other duties

- 1 To ensure appropriate records are kept to facilitate a measurable, efficient and cost-effective IT support service
- 2 To ensure that the IT service management system is used effectively, keeping tickets accurate and up to date and avoiding duplication of work within the team
- 3 To carry out all delegated tasks and duties in full compliance with the policies and procedures of the College and the department, including data protection and acceptable use
- 4 To take part in continuing professional development and to keep technical knowledge current
- 5 Assure full compliance within the areas of responsibility and more broadly across the College with key policies, notably Single Equality and Health and Safety
- 6 To carry out such duties as the Principal may reasonably require

NOTES:

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Changes outside this description will only be made after consultation with the object of reaching agreement, with the person concerned, and will be recorded on the individual's job description. If however after consultation, the person concerned were not in agreement with the proposed change, then they would be able to use the grievance procedure.

Hours

Core hours are between 8.30 – 5.00 pm every day and teams are expected to work flexibly in regards to their start and end times, subject to the needs of the learners and the wider team, and hours can fall outside of the core hours detailed above.

The distribution of hours will be determined by agreement based on the needs of the College. These may change periodically. A flexible approach to the working hours is required occasionally which may fall outside of the standard hours as detailed above.

PERSON SPECIFICATION

POST: IT Technician

DIVISION: Network Services

QUALIFICATIONS

1	Degree or equivalent	D	Application form
2	Relevant current IT qualification or certification (e.g. CompTIA A+, Microsoft certification)	D	Application form

EXPERIENCE

1	Recent experience of IT support in a Microsoft Windows environment	E	Application form
2	Experience of supporting Microsoft 365 and cloud services, including Microsoft Intune and Microsoft Entra ID	E	Application form
3	Experience of working with an industry-standard ticket-based service desk system	E	Application form
4	Experience of supporting classroom or audio-visual technology	E	Application form
5	Experience of providing IT support on the Apple macOS and iOS platforms	D	Application form
6	Experience of working with Google Workspace	D	Application form
7	Experience of working in education or another large, multi-site organisation	D	Application form

KNOWLEDGE / SKILLS

1	Working knowledge of Windows 11, Microsoft 365 applications and common end-user hardware	E	Application form/Interview
2	Able to diagnose and resolve technical faults methodically	E	Interview
3	Understands good cyber security practice and the importance of data protection	E	Interview

4	Able to explain technical matters clearly to non-technical users	E	Interview
5	Able to organise and prioritise a varied workload	E	Interview
6	Must be reliable and conscientious	E	Interview
7	Must be adaptable and willing to learn new skills and technologies	E	Interview
8	Must be prepared to use initiative where necessary	E	Interview
9	Must be able to communicate effectively with staff and students	E	Interview

PERSONAL

1	Commitment to the delivery of excellent support to our students	E	Interview
2	Excellent communication skills	E	Application form / Interview
3	Good teamworking skills and commitment to teamworking	E	Application form / Interview
4	A commitment to ongoing professional development	E	Application form / Interview
5	Enthusiasm for the role of further education in building and changing lives	E	Application form / Interview

STANDARD COLLEGE REQUIREMENTS

1	Commitment to College's Single Equality and Health & Safety Policies	E	Interview
2	The College is committed to safeguarding and expects all staff to share that commitment	E	Application form / Interview / DBS / References
3	Regular and Reliable Service (the College does not wish to appoint individuals with a high sickness record where there is no underlying medical reason)*	E	References / Occupational Health Assessment

**Note this does not affect any individual's rights under the Equality Act. The College wishes to promote the recruitment of disabled staff and would endeavour to make reasonable adjustments where practical. Disabled applicants who meet the essential criteria will be guaranteed an interview.*