



## International House Trust Limited

### Recruitment – IT Technical Support Officer Job Description

<b>POST TITLE</b>	IT Technical Support Officer
<b>ANNUAL SALARY</b>	£25,000 - £27,000 per annum depending on experience
<b>ANNUAL LEAVE</b>	30 days + 8 days public holiday
<b>CONTRACT TYPE</b>	Permanent, full time
<b>HOURS</b>	35 hours per week, onsite
<b>REPORTING TO</b>	Head of Digital
<b>LINE MANAGER FOR</b>	N/A
<b>PURPOSE OF JOB</b>	The IT Technical Support Officer will support the daily operations of IT hardware, software, and AV for IH London. This role is the first and second line of support. The role will be part of the IT team that provides technical assistance for the organisation and day-to-day IT issues.

## **JOB DESCRIPTION**

### **Principal Responsibilities**

The IT Technical Support Officer will support and troubleshoot back office, classroom hardware and software equipment, including projectors, microphones, PCs, laptops, digital signage, security, and video conferencing.

The IT Technical Support Officer will be proficient, organised, and passionate about learning new technologies and services. This is a busy role, which may involve occasional out of hours work to meet crucial deadlines or to support events.

The role is currently supported by a third-party managed service provider.

To support the Head of Digital, and in collaboration with the Digital Team, duties of the role include, but are not limited to, those listed below:

### **IT Support**

1. Provide a customer focussed IT service that helps users achieve their work objectives.
2. Provide first and second line support for end users and end user equipment, including classrooms.
3. Support all company owned technology including desktops, laptops, printers, software, and mobile devices.
4. Assist in the support, maintenance, monitoring, deployment, development, and upgrade of all current and future IT and telecom systems, for both business and educational applications.
5. Provide time-sensitive onsite technical support and troubleshooting for computer hardware, software, and network-related issues both at workstations, in classrooms, and for those working from home.
6. Set up and maintain classroom audio and visual equipment (smart boards, speakers, webcams) and associated software.
7. Maintain records/logs of repairs and fixes, preparing reports when required.
8. Collaborate with the remote IT team members to deliver high-quality support services to internal staff in a timely manner.
9. Assist with the set-up and smooth running of any internal and external events held within the building.

### **Training**

1. Provide ICT training to all staff as and when required and support users on how to operate new software and computer equipment.

2. Respond to user enquiries and provide technical guidance and advice to non-technical people.
3. Set up new starters including an IT induction on their first day and issue IT equipment.

### **Safety and Security**

1. Perform routine maintenance tasks, such as system updates, virus scans, and data backups.
2. Ensure all CCTV and security systems are monitored and maintained to the highest standards.
3. Ensure data integrity, security and privacy of networks and computer systems.
4. Ensure that electrical safety standards are met.
5. Ensure that the school's network remains operational, secure, and up to date.
6. Test new hardware and software prior to full installation and assist with office/desk moves.
7. Install, configure, and maintain computer systems, software applications, and peripheral devices.
8. Testing, fixing, replacing faulty equipment in a timely manner.
9. Carry out all preventative maintenance tasks as per schedule provided by Head of Digital.
10. Ensure all hardware equipment comply with Health and Safety legislation.

### **Other Responsibilities**

11. Identify and escalate complex technical issues to senior IT staff as needed.
12. Create and maintain documentation for IT process and systems mapping, procedures, and user guides, distributing updates and clear communications.
13. Assist with IT projects, including hardware and software upgrades, system migrations, and new technology deployments.
14. Stay up to date with emerging trends and technologies in the IT field and participate in professional development activities as needed.
15. Maintain inventory of hardware and software assets and assist with procurement activities as needed.
16. Place orders and manage secure receipt of equipment.
17. Assist wider Digital Team on delivery of IT digital and transformation projects.
18. Undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the organisation's business without altering the nature or level of responsibility involved.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications, Education and Training</b>		
Relevant diploma and/or certification in IT or relevant equivalent qualification or equivalent experience.	X	
Experience with Windows Desktop and Windows Server OS, including DHCP, DNS, Group Policy, and Active Directory.	X	
Experience working in a technical support role.		X
<b>Experience, Skills and Knowledge</b>		
Good technical background in IT and be able to troubleshoot and resolve hardware, software, and network issues.	X	
Able to explain technical issues to non-technical people.	X	
Analytical and able to quickly diagnose and resolve complex technical problems.	X	
Excellent attention to detail, ensuring that all work is completed to a high standard.	X	
Professional in all aspects of their work, including appearance, behaviour, and communication.	X	
Excellent IT skills	X	
<b>Personal Qualities</b>		
Able to work effectively as part of a team, collaborating with colleagues to resolve technical issues.	X	
Ability to quickly learn new skills, adapt to new systems and applications.	X	
Strong customer focussed communication, interpersonal and presentation skills	X	
Displays professional integrity and confidentiality.	X	
Able to manage their time effectively and prioritise tasks to meet deadlines.	X	
Ability to work without supervision and use initiative.		X
Skilled in Systems Administration		X

**International House Trust Limited** (Charity no. 270860, trading as International House London)

## **IH Profile**

We are leaders in language teaching, testing and teacher training. We believe that by delivering quality language and communication training, we act as a force for change, bringing people together, enhancing mutual understanding and tolerance, and unlocking human potential.

Founded by John and Brita Haycraft in 1953, International House London (IH London) is a non-profit-making educational trust committed to raising the standard of English language teaching and training worldwide. Over 10,000 students' study with IH London each year. As a founding member of the International House World Organisation, IH London has a 50% stake in the International House World Organisation (IHWO), an affiliated network of 140 schools located in over 45 countries around the world.

IH London, a leading independent language school based in Covent Garden, has a strong track record of success in the design and delivery of courses for English language teaching and teacher training. The course portfolio includes teaching of General English, Executive English, Young Learner and Foreign language courses, using a variety of delivery mediums. In addition to synchronous teaching, a range of asynchronous platforms have been developed which improve accessibility to our courses.

IH London is moving forward with the adoption of our new strategy, which includes digitisation, supported by a dynamic leadership team. Our growth strategy includes continuing gains in market share in General English, developing our Young Learners courses and expanding our Modern Languages programme. We will continue to strengthen our Executive English, and Teacher Training. Our examinations service is rapidly expanding in West Africa.

IHL governance structure comprises of a Board of Trustees; Finance, General Purpose, Audit and Risk Committee; Remuneration & Nominations Committee; and Social Value Committee.

We encourage applications from people with diverse experience and backgrounds to help drive progress on our diversity and inclusion agenda.



Further information is available at:

<https://www.ihlondon.com/why-us/about-ih-london/international-house-trust/>

<https://www.ihlondon.com/Meet+the+Senior+Management+team>

<https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/270860/charity-overview>

<https://find-and-update.company-information.service.gov.uk/company/01239120>



