Job Description

JOB TITLE: Summer Intern – IT Support

SALARY: National Living Wage £23,556.64 per year (£12.21 per hour)

HOURS: 37 Hours Per Week

REPORTS TO: IT Services Manager

CAMPUS: Slough & Langley Campus (travel to other sites)

JOB PURPOSE: As a Summer Intern in the IT Services team, you will play a vital role in providing essential first-line technical support to the college, ensuring the smooth operation of IT systems and contributing to an effective learning and administrative environment. This internship provides an opportunity to gain hands-on experience in the technical aspects of IT support, maintenance, and troubleshooting within a dynamic educational setting.

N.B. This job description is current at the date of issue. It will be reviewed as required and may be updated by the Principal.

The main duties and responsibilities of the post include the following:

- **First-Line Technical Support:**
    - Provide friendly and effective first-line technical support to staff and students for common IT issues, including basic hardware (laptops, desktops, mobile devices, printers) and software applications.
    - Assist in diagnosing and resolving basic hardware and software faults, escalating more complex or unresolved issues to senior IT staff with clear documentation.
    - Help users with common queries related to operating systems (primarily Windows, with potential for ChromeOS and macOS) and standard productivity software (e.g. Microsoft 365 suite).
- **IT System & Device Management:**
    - Assist with the setup, configuration, and testing of new computers, printers, and other IT equipment in offices, classrooms, and meeting spaces.
    - Support the deployment of new software applications and system updates on end-user devices.
    - Perform routine system checks and apply updates/security patches to operating systems and applications under supervision.
    - Assist with the imaging and deployment of desktops and laptops.

- **User Account Administration:**
  - Support the administration of user accounts, including setting up new accounts and profiles, and assisting with password resets, following established college security policies and procedures.
- **IT Asset & Inventory Management:**
  - Help maintain accurate IT inventory records and assist with asset tagging of new and existing equipment.
  - Assist with room equipment auditing tasks.
- **Documentation & Knowledge Sharing:**
  - Contribute to the IT knowledge base by documenting common technical issues and their resolutions in user-friendly language for self-service.
  - Assist in providing informal IT guidance or training to staff and students on basic IT literacy and secure system use where appropriate.
- **General IT Support & Reprographics:**
  - Assist with general IT support tasks, including the safe lifting and carrying of IT equipment, organising IT spaces, and supporting multimedia setups for classrooms or events.
  - Provide Reprographics services as needed, including copying, printing, collating, and binding tasks.

Other duties:
- Participate in special projects, as required.
- Provide excellent customer service, manage and maintain good relationships with internal and external stakeholders.
- Any other support as required across the college.

The post may be based at one of the current College campuses, but the duties of the job may require the post holder to work remotely online should the situation require it.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.

This post is exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found here.

The post holder is required to have a commitment to:
- The continuing development and implementation of the College's Diversity & Equality Policy.
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular.
- The principles and procedures set out in the College's Safeguarding and Child Protection Policy.
- The principles and procedures set out in the College's Data Protection Policy

PERSON SPECIFICATION
Summer Intern – IT Support

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
Educated to minimum Level 2 in Maths and English.	✓		AF
Currently pursuing or recently completed a degree/qualification in Computer Science, Information Technology, or a closely related field; OR actively studying relevant entry-level IT certifications (e.g., CompTIA IT Fundamentals, Microsoft Certified Fundamentals).		✓	AF
EXPERIENCE			
Basic understanding of computer hardware components, software applications, and networking concepts.	✓		AF/IV
Familiarity and basic proficiency with Microsoft Windows operating systems (Windows 10/11) and common Microsoft 365 applications (e.g., Word, Excel, Outlook, Teams).		✓	AF/IV
Basic understanding of macOS or ChromeOS.		✓	AF/IV
Experience in working within the Education Sector or Educational Charity		✓	AF/IV
SKILLS, KNOWLEDGE AND ABILITES			
Excellent verbal and written communication skills, with the ability to explain technical concepts clearly and patiently to non-technical users.	✓		AF/IV
Strong customer service orientation, demonstrating patience, empathy, and a consistently user-focused approach.	✓		AF/IV
Good organisational skills	✓		AF/IV
Ability to work effectively both independently (with initiative) and as part of a collaborative team.	✓		AF/IV
Working knowledge of Microsoft and Google suites	✓		AF/IV
Good analytical and methodical problem-solving skills with strong attention to detail.		✓	AF/IV

Proactive, self-motivated, enthusiastic, and a genuine willingness to learn new technologies and skills.	✓		IV
Strong organisational and time-management skills, with the ability to prioritise tasks effectively.	✓		IV
Ability to think creatively and be flexible	✓		IV
A demonstrable commitment to ongoing professional development and keeping IT skills current.		✓	IV
Committed friendly and approachable	✓		IV
Reliable	✓		IV

KEY:
Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview
All of the elements marked IV will be assessed at interview.
All of the elements marked AF/IV will also be assessed at interview.
All or some of the elements may be assessed by the Test/Presentation