



## Job Description: Senior Technician (End User Computing)

**Job Title:** Senior Technician (End User Computing)  
**Reports to:** IT Manager  
**Direct Reports:** None  
**Location:** Cheltenham College, Cheltenham  
**Job Grade / Hours:** Grade F, full-time, with working times agreed to support operational requirements

### Purpose of the Role

The Senior Technician (End User Computing) is responsible for the operational quality, support and continual improvement of Cheltenham College's end-user computing environment in a hands-on role that combines advanced endpoint engineering with escalated user support.

The role provides senior technical expertise across staff and pupil devices, endpoint management platforms, operating systems, application deployment, user-facing technologies, endpoint security controls, and related support processes.

This is a senior technical role with capability ownership for end-user computing. The postholder will normally operate at second-line level, acting as an escalation point for more complex incidents and service requests, while also helping with first-line support during busy periods, service pressure or team cover requirements.

The role will deliver advanced configuration, application packaging, deployment and technical change internally where this is appropriate to the risk, complexity and available capacity. This may include work within platforms such as Microsoft Intune, Jamf and related endpoint management tools. For complex, high-risk or capacity-sensitive changes, the postholder will work with specialist suppliers under the direction of the Infrastructure Manager, ensuring that supplier-delivered work is properly specified, tested, documented and handed over into operational support.

The role owns the technical support and operational management of end-user computing services, but does not replace business application ownership, digital learning leadership, supplier contract management, or infrastructure and security ownership.

The postholder will work closely with the IT Manager, the Senior Technician (Infrastructure & Security), the wider IT team, digital learning colleagues, application owners and external suppliers to ensure that College-managed devices and user-facing technology are reliable, secure, well documented and effective for staff and pupils.

### Key Responsibilities

#### 1. End User Device and Platform Management

- Lead the operational management, support and continual improvement of the College's end-user device estate, including Windows devices, Macs, iPads, tablets, laptops, desktops and shared devices.

- Administer and maintain endpoint management platforms such as Microsoft Intune, Jamf and related tools, ensuring that device configuration, compliance, deployment and support processes are effective, reliable and proportionate to College needs.
- Manage and improve device build, enrolment, deployment, application installation, packaging, update and patching processes across Windows, macOS, iPadOS and related platforms.
- Maintain appropriate standards for staff, pupil and shared devices, including configuration baselines, naming conventions, support processes and lifecycle arrangements.
- Ensure that device management processes support teaching, learning, administration, boarding and operational needs across the College.
- Maintain accurate documentation for endpoint configurations, support procedures, known issues, standard fixes and operational processes.
- Identify recurring endpoint issues and work with colleagues or suppliers to address root causes.

## 2. Technical Ownership and Change Delivery

- Act as the internal technical owner for end-user computing platforms, ensuring that configuration, support arrangements and operational processes remain fit for purpose.
- Deliver advanced endpoint configuration and technical change internally where this is appropriate to the risk, complexity and available capacity.
- Work with external specialist suppliers and the Senior Technician (Infrastructure & Security) on complex or high-risk changes, including major Intune, Jamf, Apple, Microsoft, identity, certificate, compliance or application deployment changes.
- Support the definition of technical requirements, testing plans, implementation approaches and rollback arrangements for EUC-related changes.
- Ensure that supplier-delivered changes are properly tested, documented, understood and handed over to the IT team.
- Contribute to change management, problem management and continual improvement activities relating to end-user computing.
- Advise the IT Manager and Head of IT on technical risks, dependencies, priorities and opportunities within the endpoint environment.

## 3. Second-Line Support and Technical Escalation

- Provide second-line support for complex end-user computing incidents and service requests.
- Act as a senior escalation point for device, operating system, application deployment, endpoint access, classroom technology and user platform issues.
- Support junior technicians with diagnosis, troubleshooting, prioritisation and resolution of more complex tickets.
- Help with first-line support during busy periods, absences, major incidents or operational pressure, while remaining primarily focused on second-line and endpoint management responsibilities.
- Work collaboratively with the Service Desk function to ensure that incidents and requests are triaged, documented, prioritised and resolved effectively.
- Escalate issues to infrastructure colleagues, application owners or external suppliers where appropriate, while retaining oversight through to resolution.
- Contribute to root cause analysis for recurring or high-impact EUC issues.

#### 4. Endpoint Security and Compliance

- Implement and maintain endpoint security controls in line with College IT security policies and agreed standards.
- Support the secure configuration of staff and pupil devices, including device compliance, patching, encryption, anti-malware, application control, local administrator rights and access controls.
- Work with the Senior Technician (Infrastructure & Security), and external suppliers to ensure that endpoint security aligns with wider identity, network and security controls.
- Support audit and compliance activities relating to endpoint devices, software deployment, access rights and user device configuration.
- Assist with vulnerability remediation and security improvement activities affecting end-user devices.
- Ensure that endpoint management practices support data protection, safeguarding, cyber security and operational resilience requirements.

#### 5. Application Deployment and User-Side Application Support

- Support the deployment, configuration and maintenance of user-facing applications across College-managed devices.
- Package, test, deploy and update applications through endpoint management platforms where appropriate, aiming to minimise disruption to teaching and operations.
- Work with application owners to clarify IT support responsibilities, access arrangements, documentation needs and escalation routes.
- Provide delegated application administration where agreed, such as user account provisioning, access changes, basic configuration and support triage.
- Act as an IT escalation point for user-side application issues, triaging and escalating to application owners, infrastructure colleagues or vendors as appropriate.
- Contribute to software license tracking and compliance activities where these relate to endpoint deployment or user-facing applications.
- Maintain support documentation, user guidance and knowledge base articles for commonly used applications and services.

#### 6. User Experience, Documentation and Practical IT Guidance

- Identify opportunities to improve the reliability, usability and consistency of the College's end-user technology environment.
- Gather feedback from staff, pupils and colleagues to inform improvements to device support, classroom technology, application deployment and user guidance.
- Contribute to pilot projects, technology evaluations and service improvements relating to end-user computing.
- Develop and maintain clear user guidance, FAQs, knowledge base articles and internal support notes that help front-line technicians resolve common device and application issues before escalation.
- Promote standardisation and good practice in the use of College-managed devices and core digital tools.

- Support improvements that reduce repeat incidents, simplify support, improve self-service and increase user confidence.
- Create practical IT guidance for common systems and support processes, including short guides, knowledge base articles, demonstrations and links to appropriate vendor resources.

## 7. Practical Staff IT Support and Training Materials

- Support the development and delivery of practical, overview-level guidance for core IT tools and user-facing platforms, including Microsoft 365 and common College systems.
- Work with the IT Manager, digital learning colleagues and application owners to identify areas where staff would benefit from improved guidance or support materials.
- Create or curate practical support materials, including quick reference guides, knowledge base articles, short demonstrations and links to appropriate vendor resources.
- Provide targeted coaching or support for staff where this will improve adoption, reduce support demand or improve the effective use of College technology.
- Ensure that training and guidance remain practical, accessible and aligned with the College's operational needs.

This responsibility is focused on practical IT guidance and user support. It does not replace the role of Digital Learning in relation to teaching practice, educational technology strategy or pedagogical use of technology.

## 8. Classroom, Meeting Room and User-Facing Technology

- Support user-facing classroom, meeting room and presentation technologies where these interact with end-user devices and core IT services.
- Assist with troubleshooting display, connectivity, audio, printing, device and application issues affecting teaching and operational spaces.
- Escalate specialist AV, theatre or event production issues to the appropriate internal specialist or external supplier.
- Work with colleagues to improve reliability, documentation and support arrangements for commonly used classroom and meeting room technology.

## 9. Supplier Technical Liaison

- Liaise with suppliers and vendors for endpoint hardware, device management platforms, user-facing applications and related services.
- Coordinate technical escalations to suppliers where specialist expertise or third-line support is required.
- Support the preparation of clear scopes of work for supplier-led EUC changes or improvement projects under the direction of the ITManager.
- Validate supplier recommendations from an operational and endpoint support perspective, escalating concerns where proposed changes may create operational, security or user impact.
- Support testing, acceptance and handover of supplier-delivered work.
- Ensure that supplier work is documented and embedded into operational support processes.

The postholder provides technical liaison, testing, validation and handover support. Supplier contract ownership, commercial negotiation, supplier performance management and approval of paid work sit with the IT, or Head of IT, as appropriate.

## 10. Teamwork, Mentoring and Cross-Cover

- Mentor and support technicians, helping to develop their diagnostic, technical and customer service skills.
- Share knowledge across the IT team to reduce key-person dependency and improve resilience.
- Contribute to internal standards, procedures, checklists and handover documentation.
- Provide cross-cover and surge support across the IT service during busy periods, absences, major incidents and school events.
- Work collaboratively with the Senior Technician, Infrastructure & Security, recognising dependencies between endpoint platforms, identity, network, servers, security and applications.
- Model a professional, helpful and customer-focused approach to IT support.

## 11. Continuous Learning and Professional Development

- Maintain up-to-date knowledge of relevant technologies, including endpoint management, Microsoft 365, Intune, Jamf, Apple platforms, Windows, macOS, iPadOS, application deployment and endpoint security.
- Keep informed about relevant developments in education technology, cyber security and end-user computing practice.
- Share learning with colleagues and contribute to the ongoing development of the IT team's technical capability.
- Participate in training, certification or professional development activities where appropriate to the role.

## Person Specification

### Essential

- Proven experience in a technical support role covering end-user devices, endpoint platforms and user-facing technologies.
- Strong second-line troubleshooting skills across Windows, macOS, iPadOS and common end-user applications.
- Experience of device deployment, configuration, application installation, patching and lifecycle support.
- Experience using or supporting endpoint management platforms such as Microsoft Intune, Jamf or equivalent tools, with the aptitude and interest to develop deeper platform expertise.
- Good understanding of endpoint security principles, including patching, device compliance, encryption, anti-malware, access control and secure configuration.
- Ability to act as a senior escalation point for complex end-user computing incidents and service requests.
- Ability to deliver technical configuration and change work within agreed boundaries, and to work effectively with specialist suppliers where complexity, risk or capacity requires it.
- Ability to create clear technical documentation, support procedures, user guidance and knowledge base articles.
- Experience supporting user-facing applications, including triage, escalation, access administration or application deployment.

- Strong communication skills, with the ability to explain technical matters clearly to both technical and non-technical users.
- Good organisational skills, with the ability to prioritise work, manage competing demands and follow agreed processes.
- A collaborative and customer-focused approach, with a willingness to support colleagues, contribute to first-line support when required, and communicate clearly and reassuringly with non-technical users.
- Commitment to continual improvement, knowledge sharing and professional development.
- Ability to work practically across a large school site, including moving between buildings and assisting with the movement, setup and installation of IT equipment, with reasonable adjustments where appropriate.
- Willingness to work flexibly within the IT service's extended support period of 08:00 to 18:00, including regular early or late starts where required to provide operational cover, participation in the Saturday morning support rota, and occasional planned weekend or out-of-hours work for key operational periods, major changes, school events or start-of-term readiness.

### Desirable

- Experience working in an education, independent school, public sector or similarly complex user environment.
- Experience supporting Apple devices in a managed environment, including iPads and Macs.
- Experience with Microsoft 365 administration, Entra ID, Conditional Access, device compliance or related identity and endpoint controls.
- Experience with application packaging, software deployment or endpoint automation.
- Experience supporting classroom, meeting room or presentation technologies.
- Familiarity with ITIL or similar service management practices.
- Relevant technical certifications, or willingness to work towards them, such as Microsoft, Apple, Jamf, CompTIA or equivalent.
- Experience supporting practical staff IT guidance, knowledge base development or user adoption materials.
- Experience working with external suppliers on technical changes, escalations or service improvements.

## Working Expectations and Additional Requirements

This is a senior technical role within a small IT team. The postholder is expected to combine specialist capability ownership with practical operational support in a hands-on role that spans advanced endpoint engineering, second-line escalation work, documentation, supplier liaison, improvement activity and, where required, first-line support.

The postholder is not expected to personally deliver every technical change. However, they are expected to understand the College's end-user computing environment, take ownership of the internal support model, work effectively with suppliers, and ensure that changes are properly controlled, documented and embedded into operational service.

The role requires a practical, flexible and service-minded approach, recognising the needs of a busy school environment where technology directly supports teaching, learning, administration, boarding and wider College operations.

The IT service provides extended support coverage between 08:00 and 18:00, Monday to Friday. The normal working pattern for this role will be agreed with the IT Manager, but the postholder will be expected to provide flexibility within the extended support period where operational needs require it. In practice, this is likely to include regular early (08:00 – 16:30) or occasional later (09:30-18:00) starts to support cover during staff absence, periods of high demand or other operational pressures.

The postholder will also be required to participate in the IT team's Saturday morning support rota, currently expected to be approximately 1 in 6 during term time. There will be a requirement for very occasional planned weekend or out-of-hours work to support key operational periods, major changes, school events or start-of-term readiness activities. This may include concentrated work at the start of term to prepare, configure, enrol or issue pupil devices, including iPads.

The role can be physically active and involves working across a large school site. The postholder will on occasion need to move between buildings, visit classrooms, offices, boarding houses and other operational areas, and assist with the movement, setup and installation of IT equipment such as laptops, desktops, monitors, printers, classroom devices and associated peripherals.

The College will make reasonable adjustments where appropriate. The postholder should be able to undertake the practical physical requirements of the role, with suitable support or adjustments where required.

## General Expectations

This job description outlines the main duties and responsibilities of the role but is not exhaustive. The post-holder may be required to undertake other tasks which are reasonably commensurate with the position and aligned to the purpose of the role.

Skills, knowledge and technologies evolve over time, and the post-holder is expected to maintain an ongoing commitment to learning, professional development, and continuous improvement. Responsibilities and requirements may be reviewed and updated periodically in consultation with the post-holder to reflect organisational needs.

All employees are required to comply with Cheltenham College policies and procedures, with particular attention to:

- Child Protection and Safeguarding
- Health and Safety
- Data Protection and ICT Acceptable Use
- Smoking and Vaping
- Dignity at Work
- Anti-Bribery

The post-holder must complete mandatory training associated with these policies and may be assigned additional responsibilities such as acting as a fire marshal or first aider where appropriate.

Appointment is subject to enhanced DBS clearance.