Job Pack
First Line Support IT Specialist
IT Department

Permanent Full-time (open to job share)

Applications open 24 September 2025 closing date 8 October 2025

First Line Support IT Specialist
IT Department

About the School
Hamilton College is a non-denominational Christian Independent school for children and young people from the ages of 2-18. The school encompasses Nursery, Junior and Senior levels generating a truly 'family' atmosphere for the individual as they journey through the school.

We provide a challenging, inclusive education for all, with class numbers restricted to ensure that adequate time and provision is accorded to the individual pupil. This philosophy promotes excellence in the individual in their preferred areas of learning. Our Vision and Purpose underpin all that we aim to do at Hamilton College.

Our Vision is that by inspiring children, together we can change their future, shape society and make an impact on our world.

Our Purpose is to be a centre of excellence in education, where children are encouraged to develop their own unique pathways preparing them for life and work and to excel in a changing future.

The school sits in 17 acres of grounds comprising woodland, sports fields and recreation areas and also benefits from stunning views over Hamilton Park Racecourse towards Strathclyde Country Park.

Academic
We are very proud of our academic standards and our pupils perform consistently and significantly above national averages at all levels throughout the school. In the Junior School, pupils' progress exceeds national expectations at each stage and in the Senior School, our SQA results regularly show that we add significant value to our pupils' educational progress.

Uniform
We insist on high standards in all areas of school life, including pupils' appearance and school uniform. A smart and tidy uniform helps us to instil pride in the school and Our Ethos, promote a positive work ethic, support positive behaviour, maintain good discipline, and foster a spirit of partnership among pupils, as well as contributing to school security and personal safety.

Behaviour
We expect pupils to respect the school, each other and themselves and treat others in the way they would like to be treated. Respecting the Whole School Behaviour Code helps to create a safe, pleasant learning environment where each pupil can achieve their best and fulfil their God-given potential.

Student Councils

There are Student Councils in Junior School and Senior School. Monthly Student Council meetings, providing feedback to the Senior Leadership Team on issues concerning pupils, and school fabric and facilities to help to ensure the Pupil Voice is heard.

Christian values underpin everything we aim to do in the school.

GRACE • CONFIDENCE • WISDOM INNOVATION • COMPASSION • REFLECTION

Grace

We aim to be humble, generous, and polite. To give willingly without expecting anything in return. To be aware of the consequences of our actions. To trust and forgive, valuing friendship and service.

Confidence

We aim to be determined. To always do our best and celebrate achievements. To develop our communication skills so that we can express ourselves clearly and articulately. To work well independently and as part of a group.

Wisdom

We aim to make responsible decisions founded on sound knowledge, considered understanding, and informed evaluation. To be balanced, expressing our views assuredly, while respecting other beliefs and opinions.

Innovation

We aim to ask difficult questions and try new things. To dare to be different. To find joy in our learning, and to inspire others. To keep trying when things get tough and to work hard, actively seeking help when we need it.

Compassion

We aim to be caring, empathetic and respectful. To be a welcoming and supportive family which contributes to local, national and international communities. To be principled, honest, and fair.

Reflection

We aim to consider our strengths with self-awareness, while learning from our mistakes. To know ourselves, considering our relationship with God and with the wider world. To listen, think, and use our experiences to advise and support others.

The IT Department

We are seeking an enthusiastic professional who will support the work of the IT Support Department within Hamilton College. We seek someone who is dependable, a team player, has a good work ethic and can support pupils and colleagues and work with external agencies to provide an efficient and quality first level IT support service. We welcome applications from applicants who are passionate about IT and who mirror the values of our school in all they do.

Purpose of the Job

The primary role of the 1st level support specialist is to support IT service delivery within Hamilton College. This includes supporting users and assisting with the administration of all IT systems and services. The role holder will work under the supervision of the IT Manager and will work closely with a variety of users from pupils and staff to governors, senior leaders and parents. This is a role where the successful candidate will have the opportunity to learn new skills in a range of IT disciplines.

The IT Support Specialist is responsible for providing 1st Line support for all aspects of IT and AV provision within the school, escalating problems to the IT Manager as appropriate. This will involve telephone support, remote support and support at the desk side.

Key areas include:
- 1st line support for all users
- Support of all IT hardware/software, including desktops, laptops, Chromebooks, iPads, printers and more
- Management of users/computers in Active Directory, SCCM and InTune
- Support for internal and SQA exams and assessments
- Support of systems and services, predominantly Microsoft 365
- Support for daily assemblies and events
- Project work

For more details, see the Job Description (below).

Dimensions of the Job
- Provide support to a customer base of approx. 100 staff and 450 pupils.
- All users and assets are on a single site so no requirement to travel unless for off-site meetings/training.
- No line-management responsibility but will be required to lead a team of pupils providing assistance with AV support.
- No budget responsibilities.
- This role is 5-days a week on-site, with some opportunities for overtime to support lets.
- There will also be opportunities to assist other areas of school life if demands allow (marketing, video/photography, school trips, etc).

The staffing within the department at present is as follows;
- IT Manager
- Data and Staff Co-ordinator
- 1st Level Support Specialist (advertised post)

Hours
Full Time (including school holidays)
37 Hours/week
0900 – 1700 Mon-Thurs, with 45 min lunch
0900 – 1645 Fri, with 45 min lunch
Occasional evening and weekend working will be required. Working hours can slide up to up to 30 minutes.

Benefits and Rewards
In return for your contribution to the school you will receive:

- Free daily lunch and refreshments
- Access to BUPA Cash Back and Reward Scheme
- Reduced Nursery, Aftercare and School fees
- Membership of employer's pension scheme
- Friendly, team-oriented and supportive working environment
- Option of casual attire during school holidays
- 25 days annual leave + 12 bank holidays
- Guaranteed two-week holiday at Christmas (taken from annual leave allowance)

Salary will be dependent on skills and experience for this junior position within the IT Team. If you would like more information, please contact the headteacher on 01698 282700 or headteacher@hamiltoncollege.co.uk for an informal discussion.

How to Apply
To apply for this post please provide an up-to-date CV or complete our application form and write a letter to our Headteacher outlining your interest in the post. Applications should be sent to hcapplications@hamiltoncollege.co.uk by noon on 8 October 2025.

Job Description
First Line Support IT Specialist

Particular Duties
To fulfil the defined role for this post, the postholder will be responsible for:

1st Line Support
- Provide 1st line support for all IT/AV issues.
- Monitor the IT/AV Helpdesk and respond to requests.
- Carry out password resets and basic account management for all systems (primarily Active Directory and Microsoft 365).
- Install, repair and support all end user clients including desktops, laptops and mobile devices.
- Install, clean and support projectors, SMART Boards and all other AV equipment in classrooms.
- Carry out office/equipment moves and any reconfiguration involved.
- Support and troubleshoot printing issues and malfunctions and any other equipment as required.
- Carry out user account creation for all systems.
- To provide training on IT systems and produce documentation/video tutorials where appropriate.
- To provide and assist with continuous improvement of technical support during SQA examinations, prelims and other assessments, including printing of exam scripts in line with SQA guidelines.
- Be the primary point of support to pupils and staff for all software and hardware issues, including two dedicated computer rooms and a variety of 1:1 devices for Junior School classes.
- Be the primary point of support for pupils and parents in relation to BYOD.

Team/Project-Related Activities
- Manage and support Microsoft Teams, including creation, membership management, operational support and annual maintenance.
- To assist with the deployment and configuration of software and updates.
- To support and maintain assembly hall AV equipment including sound/lighting desks as directed by the IT Manager.
- To operate AV equipment for daily assemblies and special events once training has been given.
- To support and manage a team of pupils who assist with AV support for events.
- To assist with the administration of a variety of information/data systems.
- To ensure asset records are kept accurate and up-to-date.
- To support with projects such as large-scale hardware/software deployments.
- To support staff in the configuration of various systems (parents' evening, assessment systems, etc.) as required.
- To assist with the destruction of data/storage prior to disposal.

- To work with the Pupil Support (Learning) team in relation to IT provision and support.
- To contribute to staff training and INSET sessions, as appropriate.
- To liaise with suppliers and manufacturers in relation to hardware support and for warranty/repair claims.
- To assist with troubleshooting issues relating to client connectivity and access.
- To be a point of contact for third-party support for a variety of services, including but not limited to Altinet, Barracuda, Microsoft, Google, WCBS, School Cloud Systems.
- To ensure cameras and any other relevant equipment remain charged and operational.
- To support the IT Manager as directed.
- To keep up to date with current trends and offerings in technology.
- Occasional evening and weekend working will be required (concerts, open days, etc.)

Other Responsibilities
- Support marketing where there may also be opportunities to assist other areas of school life if demands allow (video/photography, school trips, etc.).

Quality Assurance
- To participate in the systematic self-evaluation of quality improvement as required by the Headteacher.

Accountability
- To be accountable to and responsible for the performance of the main duties and objectives, reporting to the IT Manager as required.
- To undertake all responsibilities whilst being mindful of the importance of security, data protection and, most importantly, the safeguarding of children and young people.
- To ensure compliance with software licensing and copyright law and internal policies and procedures.

Responsiveness
- To contribute to school improvement groups and projects and undertake any other duties reasonably required by the Headteacher.

Specific Objectives

Ethos
To make an effective contribution towards meeting the aims of Hamilton College and upholding its ethos.

Health and Safety
To take all reasonable steps to exercise a duty of care and ensure the safety and welfare of pupils and staff.

College Profile
To promote a positive, high profile for the College with pupils, staff, and suppliers.

Professional Review
To undertake a programme of professional development as agreed with your line manager and the Senior Leadership Team.

Resources
To make effective use of the accommodation, resources and facilities.

Safeguarding
Hamilton College is committed to safeguarding and promoting the welfare of learners. We expect all staff to share this commitment and to undergo appropriate checks, including an update PVG check.

The list given above is illustrative rather than exhaustive and the postholder may be expected to undertake other similar duties at the discretion of the IT Manager.

Person Specification
First Line Support IT Specialist

Qualifications and Experience	
Essential Criteria	**Desirable Criteria**
• Proven track record of working effectively in a previous IT support role • Good technical understanding of Microsoft Windows Operating Systems (Win 10/11) • Proficiency with Office 365, especially Teams • Familiar with concept of Active Directory • Demonstrable experience with PC/AV/Mobile Device/Printer and peripheral installation, repair and support • Working knowledge of TCP/IP networks	• Experience of Microsoft Windows Server environment • Exposure to InTune • Awareness of DNS, DHCP, SCCM, Databases, Firewalls, AI and other technologies beneficial • Cloud Experience would be advantageous – especially Microsoft 365, Teams, Sharepoint • Technical proficiency with Apple hardware would also be beneficial • HNC/HND/CompTIA A+ or equivalent qualification in computing related subject
Knowledge and Skills	
Essential Criteria	**Desirable Criteria**
• Quick to learn • Good communications and relationship building skills • Good problem-solving skills • Highly motivated with a solid sense of ownership • Detail oriented individual who takes pride in delivering high quality work	• Awareness of the data protection act • Understanding of databases and experience with exporting to and managing data in excel. • Experience with content creation tools such as Canva, Adobe Photoshop/Premiere, etc. would be an advantage
Personal Attributes	
Essential Criteria	**Desirable Criteria**
• Customer focused with the ability to understand & resolve a wide range of issues • Good verbal and written communication • Attention to detail • Flexible and proactive • Reliable and consistent • Strong work ethic	• Desire to widen area of expertise and to look for personal development opportunities • Empathy will all customers • Pro-active approach to support • Ability to multi-task and balance conflicting priorities • Able to work effectively without supervision

• Must be self-motivated, have initiative, and be able to work autonomously if required. • Professional approach to people and work • Keen to learn • Team player	• Experience working with children/young people and an understanding of safeguarding