IT SUPPORT SUPERVISOR

Job Specification

Salary:	£29,226 - £31,139 per annum (Scale 6)
Working Hours:	37 hours per week, all year round, permanent
Area:	Finance & Resources
Reporting to:	IT Operations Manager
Location:	Bridgwater College or Taunton College (two posts available)
Closing date:	12 Midnight 8 January 2026

Job Purpose

To provide exceptional customer service and quality first line technical support for the college's digital equipment within the IT Services department supporting complex systems across multiple sites in an exciting, large enterprise environment.

To ensure the smooth daily operation of the IT Helpdesk by coordinating support activities, maintaining a well-organised workspace, and overseeing key technical processes. This includes liaising with helpdesk staff to manage workloads, ensuring continuous helpdesk coverage, and monitoring imaging throughput. The role also involves maintaining inventory accuracy, acting as a point of escalation in the absence of the IT Operations Manager, and allocating support tickets during periods of leave. The post holder will contribute to the overall efficiency and responsiveness of IT support services and carry out any other duties reasonably required in connection with the role.

Working as part of a service desk team as the point of contact, you will log and resolve first line issues for staff, students and other stakeholders. You will have knowledge of Microsoft Windows 10/11, Office 365, Active Directory/Azure Active Directory and a thirst for knowledge.

Free parking

UCS College Group discount package, this includes top retailers, supermarkets, holidays, entertainment packages and much more!

UCS College Group is committed to equality, diversity and inclusion and welcomes applicants from all backgrounds and communities. We are also a disability confident employer and we'll do all we can to help with your application. Please let us know if you need to request

reasonable adjustments. We encourage everyone to apply who wishes to and we believe that everyone should have an equal opportunity.

Job Responsibilities
Liaise with helpdesk staff and assess daily workload, ensuring the helpdesk remains open throughout the day.
Act as a point of escalation for helpdesk queries in the absence of the IT Operations Manager
Allocate support calls and tickets when required.
Monitor the progress of imaging benches to ensure efficient throughput.
Check goods in and out shelves daily to maintain inventory accuracy.
Respond and record all customer enquiries and requests via telephone, e-mail and the self-service portal in a professional and efficient manner.
Keep the helpdesk area tidy and well-organised.
Prioritise and resolve issues within agreed deadlines wherever possible. Escalate (when required) appropriately within the department.
Ensure a full record is maintained of all requests from initial contact to final resolution.
Install, maintain, configure and support College IT, printing, audio visual and voice systems in accordance with standard operating procedures.
Work flexibly across all three colleges, travelling when needed.
Administer and provide support for user passwords and email accounts, SharePoint, email and file permissions.
Configure computer network access to ensure smooth and reliable operation.
Carry out approved actions to seek to resolve issues raised.
Ensure a high level of customer service is maintained when dealing with internal and external customers.
Assist in the installation and configuration of College software in accordance with procedures.
Performing preventative maintenance including checking and cleaning of workstations, printers and peripherals.

Evaluate documented resolutions and analyse trends for ways to prevent future problems.
Develop and keep up to date standing operating procedures for all Support Desk functions.
Develop help sheets for customers.
Check and certify deliveries against purchase requests.
Maintain stores and consumables.
Maintain the College's asset records system.
Other
Any other duties connected with the post as are reasonably required from time to time
Support and promote equality and diversity at the College to ensure equality of opportunity for all students, visitors and staff and the elimination of discriminatory practices
Support and promotes the safeguarding agenda at the College to ensure students, visitors and staff are safeguarded.

Qualifications/Skills/Knowledge/Qualities

The success of University Centre Somerset College Group rests on a very strongly felt and shared set of values which determine its strategic direction. It is absolutely crucial that the successful candidate shares values of student-centredness, equality of opportunity and parity of esteem for staff and students. S/he must enjoy working within the team philosophy of the College and working collaboratively.

At University Centre Somerset College Group we are:

- Passionate and excited about learning
- Highly responsive to learner, employer and community needs
- Always aspiring to the highest standards
- Professional and enterprising
- Innovative and creative
- Friendly and welcoming
- An inclusive organisation

The following criteria are used to shortlist applicants and assess candidates. Please show evidence of how you meet these criteria in your application.

Essential Criteria	How Measured
Have a relevant qualification at Level 2.	Application / Qualification
Able to supervise and support helpdesk staff with day-to-day prioritisation of tasks and service desk operations.	Application / Interview

Able to make decisions and act in a leadership capacity in the absence of the IT Operations Manager.	Application / Interview
Able to allocate and monitor support calls effectively	Application / Interview
Demonstrates initiative and responsibility in ensuring smooth daily running of IT support functions.	Application / Interview
Excellent interpersonal skills with the ability to provide guidance and act as a point of escalation for junior team members.	Application / Interview
A good working knowledge of PC hardware within a Microsoft environment to include Windows 10, Windows Server, Office 365, and Active Directory.	Application / Interview
Able to work well within a team and independently. Able to prioritise tasks in a busy/high-pressure environment.	Application / Interview
Proactive, not reactive. Able to analyse and solve complex technical problems.	Application / Interview
Have a 'can-do' attitude with excellent customer support, interpersonal and communication skills.	Application / Interview
Have a passion for working in an information technology environment and enthusiasm to progress within the role.	Application / Interview
Desirable Criteria	**How Measured**
Have professional experience in a similar IT/Education environment.	Application / Qualification
Able to write technical documentation.	Application / Interview
Able to travel between colleges as required	Application / Interview

Application Forms

Fully completed application forms should be submitted online by **12 midnight, 8 January 2026.** Please note that we are unable to accept CVs.

Unfortunately, due to the volume of applicants the College receives, we are unable to contact candidates who are not shortlisted for interview. Therefore, if you have not been contacted within four weeks of the post's closing date, you may assume that your application has not been successful on this occasion.

Interviews

Interviews have been scheduled for **16 January 2026.** Shortlisted candidates will be contacted shortly after the closing date

CONDITIONS OF EMPLOYMENT

Working Hours

As a full time member of staff, your normal working week will be 37 hours per week. Normal working hours are 8.30am to 5.00pm Monday to Thursday, 8.30am to 4.30pm Friday. The post-holder will, however, be expected to work flexibly to meet the needs of the students, employers and the Area

Annual Leave

The holiday year runs from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, plus bank holidays. Annual leave is bookable and flexible, subject to business needs and should be planned and agreed with your manager. Annual leave of 2 days will be required to be booked for the Christmas closure

Pre-employment Checks

Any offer of employment will be subject to employment references, medical clearance and a satisfactory Disclosure and Barring Service (DBS) clearance (see below for further details of the disclosure procedure).

Salary

The College's usual policy is to appoint new staff at the starting point of the scale, however the College will consider matching an existing salary (within the scale for the job) subject to proof of current earnings.

Christmas Closure

It has been custom and practice for the College to close for a 2 week period at Christmas each year, with the exception of some external sites due to business requirements. This practice will continue, subject to any future changes in the organisation of College terms/curriculum programmes.

Benefits

As a diverse, competitive and quality employer, we regularly review our staffing policies and our reward and benefits package. With more than 1600 staff deployed over 3 campuses and in many role types, we have a variety of contracts, terms and conditions and staff benefits. The benefits include:

Financial
- Competitive salaries, A defined benefits pension scheme (either the Teachers' Pensions or the Local Government Pension Scheme) (dependent on role)
- Perkbox – our retail and leisure discount scheme
- NUS Totum Discount Card

Family and Personal
- Generous holiday entitlement, plus bank holidays and 2-week Christmas closure.
  • Additional annual leave purchase scheme (dependent on role)
- Career break opportunities
- Childcare Centre located at our Bridgwater College, offering a 5% staff discount on childcare fees.

Recognition
- Bi-annual support and teaching staff achievement recognition (STAR) awards
- Long service celebrations and awards

Health and Wellbeing
- Employee Assistance Programme including Wisdom App
- College gym membership for as little as £15 per month (salary deduction option available), or discounted Nuffield Health gym membership.
- Cycle to work scheme
- Occupational health service
- Eye care, including free eye test and a contribution towards glasses and/or contact lenses
- Microsoft Office Package

Leisure and Pleasure

Staff are welcome to visit and can enjoy discounts at:
- Cannington Golf Centre
- The Walled Gardens of Cannington (and Tea Rooms)
- Cannington Equestrian Centre

Equality & Diversity

UCS College Group is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and to eliminate unfair discrimination on any basis. This means that we are striving to ensure that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands, or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government department lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The information provided on the Disclosure certificate will be considered by the College to ensure that children and vulnerable adults remain adequately protected. UCS College Group wants to reassure candidates that a criminal record is not necessarily a bar on obtaining a position. Further information about Disclosure can be found at www.homeoffice.gov.uk/dbs