First Line Support

Job Overview

Company and Business Overview

Turn IT On provides hands-on ICT and computing support to around 500 primary schools, by consultants and staff who understand teaching.

Over half of our consultants have worked in education, and we now employ over 90 people across London and the South East.

We put schools and their needs first, taking care of all their technology needs so that they can get on with teaching and learning.

As an inclusive employer, we are proud of the diversity and flexibility that we have, and the breadth of skills and experience of our staff.

Job Overview:

As a first line support consultant you will be responsible for providing support to schools and Turn IT On consultants regarding all of their technical enquiries. This will involve being the first point of contact for all telephone enquiries relating to schools technical support needs. The role holder will register the school enquiry on the internal logging system and be responsible for the management of the solution. At times this will mean providing technical support to resolve the schools enquiry. For more advanced technical support it will require the post holder to engage the appropriate team members across TIO to support in the solution of the technical enquiry with the school. The role requires strong organisational skills as well as positive and proactive communication both internally and externally.

Responsibilities:

Customer service

- Support the schools by managing all telephone enquiries requiring technical support from Turn IT On. Act as the first point of contact for all their calls and liaising across teams in Turn IT On to ensure outstanding levels of customer support are received.

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- Provide great communication with your schools and create friendly and positive customer service when taking calls that require technical support from TIO.
- Provide regular updates to schools and consultants on the status of the school enquiries. Ensuring that all parties are aware of actions being taken and response times.
- Ensure all school records are kept up to date on the tracking system so that all parties are aware of call status and actions being taken. This is essential so that we can regularly track and report on the customer experience and monitor response times.

Technical Support

- Manage telephone calls from schools requiring technical assistance and helping them to resolve technical issues that are affecting the efficient running of the schools as quickly as possible. This will cover all the services and products provided by TIO to schools
- Ensure on-going technical problems are logged and tracked in the correct system regularly keeping records updated
- Remotely provide support to schools for technical matters such as:
  - Network problems
  - Server failure or back up issues
  - Ensuring that the back-up is working and you are completing a test recovery
  - Managing the active directory – create users
  - Installation of software
  - General issues with PC's, iPad's and other ICT equipment
  - Ensuring Centrastage are installed on computers where needed
  - Resolve issues with smartboard and projectors.
  - MIS technical support
- Supporting installation of new networks and servers as part of a project team through the holiday periods
- General customer service support to the regional consultant teams and schools.
- Supporting with calls relating to consultant scheduling and availability and liaising with team managers as appropriate.

General

- Ensure excellent communication with schools, manager and other team members - calls and emails are responded to every day
- Ensure that the organisation of calls/enquiries is managed effectively and efficiently with schools and across the internal Turn IT On teams.
- Keeping the internal systems updated with school information
- Work effectively with Team Manager to update progress, ensure best use of weekly hours and resolve any ongoing issues

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- Positively share communication on all enquiries with the consultant teams so that they are fully aware of developments and work activities within their schools.
- Follow Health and Safety procedures

Person Specification:

Education/Qualifications:

- Educated to GCSE/A level or similar
- Relevant IT qualifications

Skills/ Abilities:

- Strong communication and organisation skills
- Experience with ICT and technical issues and a passion and interest to learn
- Flexible and approachable
- Committed to make a positive impact to your end users including teachers and pupils
- Adaptable and able to cope varied workload and managing priorities
- Able to work independently and good at planning and organising own time effectively
- Excellent team player

Turn IT On is committed to safeguarding and promoting the welfare of children and young people and expects all employees to share this commitment.