turn IT on
Connecting schools and technology

Apprentice IT Helpdesk Technician
Princes Risborough, Bucks
£7,250 - £8,320 pa

About

turn IT on is an independent innovative company providing hands-on ICT and computing support to around 500 primary and secondary schools by consultants and staff who understand teaching. We currently support schools in Oxfordshire, Buckinghamshire, Wiltshire, Hampshire, Surrey and London. turn It On employs about 95 staff and has offices in Oxfordshire, Princes Risborough and London. We have been expanding steadily over the past 15 years and have no intention of slowing down and due to internal progression within the Helpdesk team, we are looking for another Apprentice Helpdesk Technician to join the busy team.

The role

As an Apprentice Helpdesk Technician, you will be responsible for providing support to schools and Turn IT On consultants regarding all their technical enquiries. This will involve being the first point of contact for all telephone enquiries relating to school's 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 school's 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.

As part of this role the successful applicants will be enrolled Infrastructure Technician Standard Apprenticeship with which may involve day release.

Responsibilities to include

- 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.
- Supporting installation of new networks and servers as part of a project team through the holiday periods

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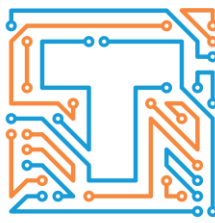
- General customer service support to the regional consultant teams and schools.
- Supporting with calls relating to consultant scheduling and availability and liaising with team managers as appropriate.

Qualifications
GCSE's in English, Maths, Information Technology

Core Competencies:
The following core competencies are the skills and attributes TIO expects of all employees.

- Customer service/communication
- Accountability
- Innovation
- Working within a team
- Driving results & taking ownership

In return, we are offering a one year fixed term contract with the view to a longer term on completion of the apprenticeship, Pension scheme, Eye care voucher scheme, Employee Assistance Programme and Childcare Voucher Scheme.

To apply please send an up to date CV along with a cover letter to recruitment@turniton.co.uk

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

'Happy to talk flexible working'

The personal data you provide in your application and as part of the recruitment process will only be held and processed for the purpose of the selection processes of **turn IT on** and in connection with any subsequent employment or placement unless otherwise indicated. For further information on how **turn IT on** handles personal data please refer to www.turniton.co.uk/joinourteam.