

turn IT on

Connecting schools and technology

MIS Help Desk Administrator
Princes Risborough

About

turn IT on provides hands-on ICT and computing support to over 500 primary & secondary schools with the MIS team supporting approximately 200 schools across eight different Local Authorities. The MIS team put schools and their needs first, taking care of all their administrative training and support, ensuring that they are fully capable of meeting their statutory deadlines and providing an efficient service to their schools. 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. turn IT on is a friendly and supportive place to work where people feel trusted and respected.

Job Overview

turn IT on is a vibrant, people-focused ICT and MIS service provider for schools. We pride ourselves on always going the extra mile to provide excellent service. As MIS Helpdesk Administrator, you will be responsible for logging calls, and passing queries onto the appropriate MIS Consultant and assisting with first line support. You will be supporting the production of the MIS documentation. You will also coordinate the booking of delegates onto training courses and seminars.

You are a motivated and self-directed individual, with excellent inter-personal skills and breadth of knowledge in Microsoft Word. You are comfortable working either in a team or independently, you are very organised and a self-learner.

As MIS Helpdesk Administrator, it is your job to proactively log and monitor the MIS Helpdesk calls, looking for calls that are outstanding and about to reach their SLA limits. You will also be responsible for the creation of support documentation, which will include formatting, proof reading, printing and binding. You will coordinate the course booking process and associated administration, responding to any booking queries and sending out confirmation emails.

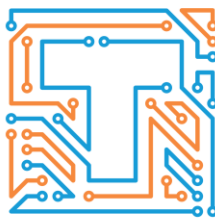
You will report to the MIS Support Team Leader.

tel: 01865 597620

web: www.turniton.co.uk

email: office@turniton.co.uk

post: Wittas House, Two Rivers, Station Lane, Witney, OX28 4BH



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You must be dedicated to deliver the **turn IT on** support service in a manner that embraces our company values:

- Our schools come first
- We deliver what we promise and always try to say, “Yes”
- We go the extra mile to ensure that a job is finished well
- We don’t accept mediocrity, but we do accept that we are not perfect, and we try to improve ourselves
- We encourage individual independence/responsibility plus mutual support

Responsibilities:

- Provide administrative support to the MIS Support Team
- To assist with first line telephone support service used within schools Integris, Scholar Pack, SIMS and FMS schools’ software to staff within schools.
- Assist in the course bookings, send out and record course booking confirmations
- Assist trainers with the running of training courses and seminars
- Word processing of documentation to produce quality booklets and How Do’ Is, (including dealing with re-branding)
- Answer the telephone and log calls immediately into the Staff Portal following helpdesk procedures
- Understand and adhere to MIS KPIs
- Ensure emails are looked at and responded to every day
- Contact schools regarding their termly SIMS upgrades
- General office administration

Due to the nature of our business and customers the successful candidate will be subject to an enhanced DBS check.

In return, we are offering a competitive salary on a full-time, term time only basis (negotiable as part time will be considered) 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’

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