



turn IT on

Connecting schools and technology

Junior Help Desk Technician
Princes Risborough, Bucks
£16,000 - £17,000 per annum

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, Gloucestershire, Hampshire, Surrey and London. We have been expanding steadily over the past 15 years and have no intention of slowing down and as a result we are looking for a Junior Help Desk Technician to join the team in Princes Risborough.

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

The role

The successful person will work as part of an existing team and will be responsible for providing IT support on a variety of IT applications/systems to schools and turn It on consultants; and will be the first point of contact for telephone enquiries relating to the school's technical support needs.

Our ideal candidate will have a passion for IT, be self-motivated and enjoy providing excellent customer service. This role requires you to be a team player, have strong communication and organisation skills along with a courteous manner with the ability to explain technical issues in layman's terms to our customers.

You will ideally have previous experience of working on an IT helpdesk and have customer service experience preferably in a service provider industry. You should be able to work independently and have an aptitude for problem solving and a proactive approach to identifying ways to improve services provided by your team.

You must be educated to GCSE/A Level or similar

The role is offered on a full-time basis, the standard working hours are 8.00am – 4.30pm although part time/flexible hour's applications are welcomed.

In return, we are offering a salary of between £16,000 - £17,000, 25 days annual leave, Pension scheme, Eye care voucher scheme, Employee Assistance Programme and Childcare Voucher Scheme.

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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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 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.

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