



Job Description - ICT Consultant (Technical)

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 100 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. Turn IT On is a friendly and supportive place to work where people feel trusted and respected.

Job Overview

As a Turn IT On Consultant it is your job to help ensure that schools improve the standard of their ICT provisions and are able to deliver effective teaching and learning through ICT solutions. You must be dedicated to deliver the Turn IT On support service in a manner that embraces our company values. It is your job to facilitate communication between your school and Turn IT On, keep up to date with what services Turn IT On can offer, and manage the accounts of your customers.

Key TIO Competencies:

- Customer service/communication
- Accountability
- Innovation and Initiative
- Working within a Team
- Driving results & taking ownership

Responsibilities:

Customer service

- Be the first port of call for all your schools ICT needs
- Provide great communication with your schools – so they know exactly when you are coming and when your next visit is – including notice of any changes to schedule
- Ensure that your schools are aware of and ideally using the iMIS portal.
- Ensure that your schools are aware of all of our services including installations service, training and teaching support
- Work with the school development team to ensure that the school are getting the best level of service



- Ensure behaviour, including appearance and punctuality, meets standards outlined in consultant guidelines

Technical

- Resolve technical problems as quickly as possible
- Ensure that backup is working and complete a test recovery
- Ensure on-going technical problems are logged and tracked in the correct system
- Feedback to the school progress at the end of each visit
- Ensure that all server recovery material that are required to recover server are readily available at the school and kept in a safe and secure place
- Ensure school details are entered on the correct system and server details are kept up to date
- If technically possible, ensure the remote log in software
- is installed on server and that Turn IT On account is on the server.

General

- Ensure excellent communication with schools, manager and other team members - calls and emails are responded to every day
- Work effectively with Team Manager to update progress, ensure best use of weekly hours and resolve any ongoing issues
- Follow company procedures for placing orders, requesting installations and help ensure that the company are aware of any new opportunities
- Follow health and safety procedures
- To complete ad hoc tasks as and when required to meet the needs of the business

Education/Qualifications:

- Relevant IT qualifications
- Good level of English

Skills/Abilities:

- Experience with ICT and technical issues
- Basic knowledge of programming
- Comfortable with website interface
- Flexible and approachable
- Committed to make a positive impact to your end users including teachers and pupils
- Adaptable and able to cope with change including travel to a variety of schools
- Able to work independently and good at planning and organising your own time
- Excellent team player



turn IT on

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