



Job Description / Person Specification

Partnership Education Ltd (PEL) is a growing IT Managed Services Provider, working with schools, nurseries and colleges operating within the Three Counties.

100% of our customers are educators of young people. All of our services are geared around the specific needs of schools and ensuring everything we do is focused around improving pupil outcomes.

We are looking for motivated, hard-working people who are passionate about technology and working in the education sector. We have fantastic career development opportunities and a structured and rewarding Professional Development and Training Scheme.

Role	Systems Support Technician
Reports to	Senior Systems Engineer
Benefits	<ul style="list-style-type: none"> • Competitive salary based on experience • Good benefits package including pension & private health cover • Membership of Employee Ownership Trust (all employees become part owners of the business, getting access to profit share & dividends) • Structured Personal Development Plan including paid Training • Development opportunities
Overall Function	Systems support for schools, nurseries and colleges. Predominately Microsoft networks and site-based working for clients primarily in and around Bedfordshire.
Description of Normal Duties	<ul style="list-style-type: none"> • On-site scheduled Technician Days carrying out 1st / 2nd Line Support Tasks • Respond to Helpdesk requests both on site and remotely • Desktop, AV, Server & Network Troubleshooting • Basic hardware and software repairs • Deployment of hardware and software • Maintenance of network documentation and reporting • Assisting with customer sales requests • Provide technical guidance and support to school staff



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Technical Skills	<ul style="list-style-type: none"> • 3 years or greater experience of Windows Desktop Support • 2 Years or Greater Experience of Windows Server • Good experience of Hardware Repair and Troubleshooting • Experience in support of AV installations (Interactive Displays, Projectors, Interactive Whiteboards)
Qualifications Required	<ul style="list-style-type: none"> • CompTIA A+ or equivalent experience
Ideal Experience & Qualifications	<p>Although not essential it would be desirable to have workplace experience in:</p> <ul style="list-style-type: none"> • Education Sector (schools), particularly providing IT support in the classroom environment • MCSA or equivalent experience • Remote Access Technology such as Teamviewer, Datto RMM • Education specific technologies such as MIS Solutions (SIMS, Integris, Arbor, Bromcom, Scholarpack) • Experience of supporting AV equipment such as Interactive Whiteboards, Displays, Projectors, Sound Systems • Mobile devices (iPad, iPhone, Android, Blackberry) • Apple IOS and OSX • Google (G-Suite) and Office 365 administration experience
Systems Knowledge	Familiarity with AutoTask or other help desk solutions would be advantageous, however, training on AutoTask will be provided.
Other Requirements	<ul style="list-style-type: none"> • Able to pass Enhanced Criminal Records Bureau check • Appropriate Driving Licence
General Personal Qualities	<ul style="list-style-type: none"> • Well organised, self-motivated and able to manage time effectively • Reliable, enthusiastic and able to work effectively in a team • Strong customer facing skills, with an awareness of varying client technical skills and requirements • Ability to prioritise workload and deliver solutions to meet customer SLAs