

IT Support Technician - Education

Concero UK – Faringdon, Oxfordshire

Apply Now

Do you love working with the latest technology? Are you looking for an IT Support role that provides fresh challenges every day, as part of a supportive team?

If so, then this is a fantastic opportunity to join a forward-thinking, rapidly growing IT company based in Wolverhampton as a Customer Support Technician providing support across the schools that we look after.

A bit about us

At Concero, we believe that every teacher and every student deserve a creative environment, without boundaries, in order to spark the imaginations of future generations.

Concero is a well-established, fast-growing company that specialises in providing IT support and services to schools across the country. Today we work with over 100 Local Authority, Free Schools, and Multi-Academy Trusts across all phases. We deliver technical support, curriculum support, CPD, e-safety, safeguarding, strategic advice and guidance, consultation, broadband, and VOIP telephone systems.

We are Microsoft Gold Education Partners, a Google Partner, and work with the DfE.

Your day-to-day tasks

Attending schools following a schedule and providing hands-on support and advice to our customers.

This role offers a fantastic variety of experiences, and no two days are the same.

Working in schools means you will be responsible for Hardware (PCs, Laptops, Tablets, Wifi, Servers, Backup Systems, Projectors/Interactive Displays, and more), Software (Cloud platforms (Office 365/Google Workspace), School MIS Systems, Windows Server, Hyper V, VMWare and a wide range of other software) and providing face to face support on issues such as Cyber Security, Data Protection, Accessibility and more.

What we need

Industry-specific level 4 qualification or vendor-specific equivalent

Experience with platforms such as Windows Server, Office365, Google Workspace, Windows Operating System, Android, and iOS.

Minimum one year of experience working in an IT support role

Confidence to talk with colleagues and customers in a way that respects our values and ethos

Resilience, flexibility, and an ability to work well in a busy environment

Methodical and well organised

Excellent communication skills

What we'd love

Date: 6 June – VN-019

Experience working in an education setting

Experience working in an MSP (Managed Service Provider)

Familiar with a structured, fast-paced, and professional working environment

What we offer

Competitive salary, with a yearly review and structured pay scales

23 days annual leave plus bank holidays

Health Cash Plan - with contributions towards dental, and optical expenses as well as a host of other benefits.

Contributory Pension Scheme

Uniform provided

Access to Pool Cars

Laptop and Phone

Our values

Concero UK aims for excellence by taking responsibility, encouraging innovation, and working together. Our values support a vibrant culture where all staff take on stretching responsibilities, where ideas thrive, the status quo can be fearlessly challenged, and good performance is valued. We work together effectively with all of our partners to make a greater difference for future generations.

What you need to do now

Are you looking for a role where you can help implement best-practice and leading ITSM principles into a fast-growing MSP? In an MSP that won't treat you like a number, where you will have a voice to make operational and cultural improvement. If this sounds like the opportunity you've been waiting for, we'd love to hear from you. Send us your CV and a covering letter to hr@concerouk.com. **APPLY TODAY!**

We aim to provide a workplace in which all employees are treated in a fair and consistent manner. We will ensure, to the best of our ability, that employees and all others who have contact with the Company are not discriminated against, either directly or indirectly.

Conditions

Please note that this role is subject to a satisfactory enhanced DBS check and two satisfactory references. The successful candidate will also hold a full UK driving licence, with no more than three penalty points on it, have access to transport, and provide proof of their right to work in the UK.

Data Protection Statement

By applying for this job, you consent to Concero UK Limited collecting, storing, and processing your data in accordance with current data protection legislation.

For more information on how we use the information you have provided, please get in touch with us at compliance@concerouk.com.

Disability Confident: Concero UK Ltd is committed to being a Disability Confident Employer, and as such will make reasonable adjustments required for interview. Please discuss any requirements which you may have with HR.

Date: 6 June – VN-019

PLEASE NOTE: Although our office is based in Wolverhampton, this role is based in a school in Faringdon, Oxfordshire. Therefore, you will not be expected to travel to our office to carry out your duties. However, there will be occasions when you required to attend the office. This may include but is not limited to training, development, and internal meetings.

Job Type: Full-time, Permanent

Salary: £26,500.00-£30,000.00 per year (dependant on experience)

Schedule: Monday to Friday

Work remotely: No

Closing Date for Applications: 12:00 Tuesday 21 June 2022– Applications may close before the deadline, so please apply early to avoid disappointment.