IT Roaming Technician

Closing Date: 30th August 2019

Start Date: ASAP

Location: IT Cluster 7, Ark Tindal, Ark Boulton, Ark Kings, Ark St Albans, Ark Victoria

Salary: £23,000-£25,000

Ark is an international charity, transforming lives through education. We exist to make sure that every child, regardless of background, has access to a great education and real choices in life.

Our highly successful network of 37 schools educates over 26,000 students across Birmingham, Hastings, London and Portsmouth. They are achieving some of the best results in the country despite being largely in areas of historic academic underachievement.

We are now looking to recruit an IT Roaming Technician with experience of working on their own or as part of a team in schools in Birmingham. This role will be key to ensuring that every school in your service cluster receives an excellent IT service by providing a proactive, customer centric service that enables teachers to ‘Focus on Teaching’. As part of the Ark IT Strategy, there is a commitment to offer 1:1 devices for teaching staff, and interactive display technologies in the classroom.

Key attractions of the role:

- Joining, the Ark Birmingham Team, every day is varied as you support different schools, supporting a varied user base.
- Be part of a proactive, customer focussed team, based within an IT cluster, supporting schools remotely as well as onsite.
- Play a role in the development of IT Apprentices, through coaching and passing on your knowledge and expertise
- An operational role with an opportunity to make a lasting and positive impact on Ark’s support of IT across its network.
- Work with teams to deliver business as usual and larger IT projects across the IT Team
- Development opportunities, through training with senior colleagues, service partners and learning portal
Our ideal candidate will:

- have experience of successfully and consistently delivering an IT Operational service model in schools
- be able to effectively engage with IT service partners and 3rd parties
- consistently employ a customer centric approach to resolving all IT issues
- be able to quickly establish productive relationships within each school in the IT cluster
- be able to effectively communicate on a technical level with other IT professionals, and in non-technical terms to other colleagues
- can demonstrate good judgement and decision-making skills in resolving issues in challenging situations, knowing when to sign post, escalate and resolve issues

Ark is committed to safeguarding children; successful candidates will be subject to an enhanced Disclosure and Barring Service check. Ark is always happy to receive speculative applications from excellent teachers and support staff.