

Since our inception, the Dataspire team has always been passionate about education, almost as much as we're crazy about IT.

Our focus has been simple: to work in partnership with schools of all sizes in creating dependable and high-performing IT environments which ensure staff have total confidence in using ICT to deliver outstanding learning environments for their students.

Job Description

Job Title:	Mobile IT Technician
Responsible to:	Regional Technical Services Manager
Salary:	£23,000 - £25,000 + benefits
Base:	Blended Work Base. 2 days onsite at a Birmingham School and the remaining 3 days from home with roaming responsibilities.

About the role:

An opportunity has arisen for a Mobile IT Technician in the West Midlands to join our company to provide dedicated onsite support as part of a fully managed support operation.

Our ideal candidate is a customer focussed and experienced ICT support professional who has experience in:

- Windows Operating Systems
- Cloud based productivity suite administration (O365, G-Suite)
- Software and image deployment
- Desk side support and some server-side support
- Active Directory management
- General PC hardware maintenance
- Printer, projector and interactive white board maintenance
- Wireless and network troubleshooting
- Change management
- Asset management
- ITIL Service Desk operations

The below is desirable but not essential:

- Supporting Apple Mac production environments
- Mobile device management experience
- Knowledge of working within educational environments

Duties will include:

- Assisting the Service Desk with the delivery of ICT managed support services
- Resolving service calls as directed by the Service Desk
- Providing school-based users with technical assistance and report service issues in accordance with the Service Desk policies
- Promoting a pro-active, 'can do' attitude working individually and as part of a wider support team
- Providing onsite support visits when required and directed
- Providing high-quality customer service and promoting the company's reputation
- Assisting with project work as directed by the Technical Operations department

This role will require travel each day between the schools so access to your own car and a clean driving licence is essential.

Salary and Benefits

- Job Type - Full-Time
- Salary - £23 - £25k dependent on skills and experience
- Car Allowance - £250.00pcm
- Pension Scheme
- Holidays – 24 per annum + bank holidays
- Training and development to assist in rapid career progression
- A friendly and supportive team to work with

Notes

Please note that any offer of employment will be subject to successful references and DBS check for this position. We can only accept applications from persons authorised to work within the UK.

The Company

Dataspire Solutions Ltd, was formed in 2005 and is an IT Managed Service Provider and full infrastructure implementation specialists to schools across the UK. We currently employ over 80 staff in a variety of roles.

More than just an ICT supplier, we want to be the ICT support partner for our schools and colleges. Our solutions are designed to address the key issues, priorities and challenges facing schools in the UK today, that's why we are focussed on understanding things like each school's ambitions, goals and needs, supporting the school's development to enable them to deliver their vision and achieve results.

We are a rapidly growing company with a proud reputation and offer a fertile environment for development for our employees within all aspects of their operations.

Join the Dataspire Team!

If you are interested in joining the Dataspire team, please send us your CV, along with your expression of interest to careers@dataspire.co.uk

More about Dataspire Solutions

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Our focus has been simple: to work in partnership with schools of all sizes in creating dependable and high-performing IT environments which ensure staff have total confidence in using ICT to deliver outstanding learning environments for their students.

We offer a wide range of job and career choices in education technology services, so if making a difference and being part of a dynamic team is your thing, then working at Dataspire is the way forward.

Values, Ethics & Behaviours

- To support Dataspire goals, values, ethics and Dataspire guiding principles (focus on value, start where you are, progress iteratively with feedback, collaborate and promote visibility, think and work holistically, keep it simple and practical, optimise and automate) in your own approach
- To support, encourage and drive improvements across Dataspire (People, Processes, Partners and Products) by taking a proactive and supportive approach in line with the Dataspire key principle **“One Team – Stronger Together”**.
- Encourage, promote and be a champion of the core values of Dataspire encapsulated in our Mission Statements: “To develop our positive culture and nurture Dataspire employees with collaborative development in a respectful and inclusive environment that promotes equality with integrity, whilst keeping the customer at the heart of all we do”.