**ICT Technician Job Profile**

**Job Title:** ICT Technician **Hours:** Mon –Fri 9:00am to 5:30pm **Salary**: Dependant on experience

L**ocation:** Penryn & Onsite throughout Cornwall

**Job Summary:**

NCI are looking for ICT Technicians to help support our expanding client base of Schools throughout Cornwall. The role will involve onsite ICT support of a wide range of products and services, most commonly found in schools encompassing windows and mac networks.

A range of desktops, laptops and tablet devices, Wireless, interactive TV’s and whiteboards, operating systems updates, anti-virus and NCI’s internet filtering services. Windows server skills are desired but not essential and the salary will be agreed based on experience and skill set.

**Responsibilities and requirements:**

- Onsite school ICT support

- Windows desktop, mac, and iPad installation and support

- Installation and upgrade of school’s application software

- Good customer facing skills and the ability to communicate with people at all levels.

- Diagnose faults, support, install, maintain & repair of the following Microsoft Products: Windows XP/Vista/7,8, Office 2007/2010/2013

- Install update and support anti-virus solutions

- Continually update MS technical knowledge on products as required

- Maintain confidentiality with regard to customer/company data

- Adhere to data protection act

- Focus on maintaining effective customer service

- Must Hold a full UK driving license

**Desired skills:**

- Basic understanding of Windows Server

- Active directory and group policy

- Windows deployment services

- TCP/IP – Router and Firewall configuration

**Professional Qualities:**

- Generates enthusiasm among team members

- Proactively seeks opportunities to build on existing skills

- Facilitates effective team interaction

- Communicates effectively with customers to identify needs and evaluate alternative business solutions in accordance with organisation objectives

- Continually seeks opportunities to increase customer satisfaction and deepen customer relationships

- Manages customer expectations effectively

- Seeks and participates in development opportunities above and beyond training required by NCI Technologies

**Primary Contact: Chris Penrose**

**Please send CV’s to: careers@ncitech.co.uk**