**JOB PROFILE**

**Job Title:** ICT Technician **Hours:** Mon –Fri 9:00am to 5:30pm   
**Salary**: £18,000 - £26,000 L**ocation:** Cornwall

**Job Summary:**

NCI are looking for an ICT Technician to help support our expanding client base of Schools throughout Cornwall and Devon. 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 system 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 ICT Support and Network Management
* To ensure the smooth operation of ICT systems
* Desktop Support – Microsoft Windows and Apple Mac
* Support of mobile devices, iPads, Android Tablets, Chrome Books
* Assist with management of NCI’s web content filtering solution.
* Installation and upgrade of school’s application software
* Good customer facing skills and the ability to communicate with people at all levels.
* Install update and support anti-virus solutions
* Maintain confidentiality with regard to customer/company data
* Must Hold a full UK driving license

## Skills & Knowledge:

* Essential - Able to pass a CRB/BDS check (provided by NCI Technologies Ltd.)
* Essential - Customer focused, active listening and communication capabilities
* Essential - Attention to detail, a genuine passion for getting things right first time, allied to a real focus on delivery
* Essential - Work unattended and collaborate as part of a team
* Essential - Must hold a full UK driving license
* Essential - Experience managing and support Windows desktop operating systems
* Essential - Active directory user management
* Essential - Understanding of TCP/IP
* Desirable - Experience managing and supporting Microsoft Windows server operating systems
* Desirable - Group policy management
* Desirable - Practical experience of identifying ways to improve processes and working relationships
* Desirable - Office 365 / Microsoft Exchange user management
* Desirable - Router and Firewall configuration
* Desirable - Support of mobile devices, iPads, Android Tablets and Chrome Books
* Desirable - Experience managing and supporting Apple operating systems
* Desirable - Experience managing configuring and supporting business grade wireless networks

## Professional Qualities:

* Generates enthusiasm among team members
* Proactively seeks opportunities to build on existing skills
* 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

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