

Customer Support Technician 1st Line Onsite (VN-013)

Concerto UK – Wolverhampton

Apply Now

Do you love working with the latest technology? Are you looking for an IT Support role visiting locations within Wolverhampton? 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 1st line support across the schools that we support.

Acting as a brand ambassador and adhering to the Company 'Code of Conduct' at all times, the Customer Support Technician plays an essential role in the caring, successful delivery of our education-centric technology services.

A bit about us

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

Concerto 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.

Your day-to-day tasks

Resolve problems associated with operating systems, networks, software, hardware, printers etc.

Service desk support– diagnosis of IT issues and supporting users remotely using remote connection tools.

Installation of new software and hardware

Maintain and fix other computing equipment

Assist in system upgrades and system maintenance

Liaise with third party suppliers such as Internet Service Providers and vendors

Support with technology asset management

Social media and website updates

Supporting staff to implement new technologies in the workplace

Working with a range of technology hardware -Android, Windows, Mac

Supporting software development and implementation

Supporting the use of database systems and Content Management Software

What we need

Experience working in an education setting

Knowledge of Windows OS

Knowledge of computer hardware, software, security and networking

Experience using and managing Office365/Google Workspace environments

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

Methodical and well organised

Excellent communication skills

Familiar with structured, fast paced and professional working environment

Full driving licence and access to own vehicle

What we'd love

Level 3 industry specific qualification

Minimum of one year experience working in an IT support role

Experience working in an MSP

Microsoft certifications such as MS-100: Microsoft 365 Identity and Services

Experience in managing projects

Your rewards

Competitive salary

23 days annual leave plus bank holidays

Additional sick pay

Health Cash Plan

Contributory Pension Scheme

Commission depending on eligibility and available schemes

24/7 Employee Assistance Programme

Training and career progression

Discounts on gym memberships, Apple products, cinema tickets etc.

Uniform provided

Job Type: Full-time, Permanent

Salary: £19,500

Schedule: Monday to Friday

Work remotely: No

Our values

Concerto 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 into a fast-growing Managed Service Provider? In a Company that won't treat you like a number, where you will have a voice to make operational and cultural improvements. 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.

Closing Date for Applications: 12:00 Friday 8 April 2022– Applications may close before the deadline, so please apply early to avoid disappointment.

Start Date: Immediate

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 Concerto 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 email compliance@concerouk.com.

COVID-19 Considerations: We are doing everything we can to keep our team and customers safe. This means widely spaced work stations, regular cleaning, masks and hand sanitiser, PPE provided, and work from home options.

Disability Confident: Concerto 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.

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