



NTP IT Support Executive

Salary

Attractive, plus benefits

Based

Wrexham, North Wales

Contract

Fixed term contract

Start date

November 2020

About Tute

This is a fixed term contract to 31st July 2021, however, could be extended beyond this date. Due to the current pandemic, this role will be working from home as our Wrexham office is currently closed.

What Tute does is simple: our team of qualified teachers deliver live, online lessons to schools, LAs (local authorities) and non-mainstream settings to fill gaps in the education of children young people.

Tute's teachers deliver lessons live in our safeguarded online classroom, providing a rich and flexible curriculum to Key Stages 1-5 in over 30 subjects. Tute teachers are real teachers delivering real outcomes to students across the UK, they just happen to do it online.

Tute is an approved Tuition Partner in the Government's National Tutoring Programme and is growing its team to meet demand. The NTP makes high-quality tutoring available to schools to help disadvantaged pupils whose education has been affected by school closures.

Tute is committed to safeguarding and promoting the welfare of children and young people and expects all staff and contractors to share this commitment.

Working with Tute is exempt from the Rehabilitation of Offenders Act 1974 and therefore subject to possession of an enhanced certificate of disclosure issued by the Disclosure and Barring Service (DBS) and barred list check.

Tute adheres to the statutory safer recruitment procedures issued by the DfE (Department of Education).

Tute promotes policies of equality opportunity for both staff and students.

Tute creates equality in education by bringing the best teaching and learning to all children and young people. It is our expectation that everyone in our team supports our policy to treat all students, staff, and commissioning bodies fairly and equally.

The Role

To provide 1st line IT Support with a primary goal of ensuring the smooth running of online lesson delivery to customers and that any IT issues are resolved with minimum disruption to the business.

To be successful in this role, you will need strong customer service skills showing professionalism. You must be passionate about what you do and will need to have strong organisation and communication skills, be forward thinking, dynamic and work effectively in a team.

You will be reporting directly to the IT Manager and raising more complicated IT issues to 2nd Line Support.

Responsibilities

- Responding to support tickets raised through our ticketing system from customers and staff
- Monitoring live chat
- Taking telephone calls on the IT Support line from customers and staff
- Setting up and testing firewalled customer networks (mainly schools) and liaising with customer IT technicians to ensure Tute online lessons work at maximum efficiency
- Responding to live lesson issues affecting teachers and students
- Assisting schools, students & parents with any issues regarding to accessing the platform and lessons
- Testing contracted teachers and employed teachers working from home to ensure their setup is ready for teaching online
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Office 365 administration of user accounts, e-mails, and software licenses. Including some Azure AD.
- Investigating, diagnosing, and solving computer software and hardware faults
- Repairing equipment and replacing parts
- Reporting of data as specified by IT Manager and 2nd Line Support
- Amending, creating, and fixing MS Excel Workbooks

The Person

Evidence shows that the candidate can or has:	Essential	Desirable
A good understanding of networking and routing		✓
Experience of Microsoft products and operating system	✓	
Knowledge of ticketing systems		✓
Knowledge of firewalls	✓	
Troubleshooting skills	✓	
Have some knowledge, understanding and commitment to safeguarding and promoting the welfare of students		✓
Be an innovative, flexible, and reflective individual who is keen to learn	✓	
Respect and promote the companies Ethos and Values	✓	
Experience of working in an education setting		✓
Understanding of online learning		✓
The ability to communicate in Welsh		✓
Outstanding demonstrable customer service skills with a professional telephone manner	✓	
Prioritise and manage time appropriately, able to work under pressure and to deadlines	✓	
Actively listen to others' needs and feedback	✓	
Attention to detail, task focus and accuracy and an ability to manage time and workload efficiently	✓	
Evidence of excellent planning	✓	
Positive can-do attitude, optimistic when overcoming challenges, adversity, and changes	✓	
Highly committed and driven, with a desire to achieve and improve	✓	
Powerful written and verbal communication skills with the ability to converse with potential and existing customers who will often be senior management with a calm and measured approach	✓	

Application

Please complete the Tute application form on our website
We are happy to accept a separate letter in support of the application
in lieu of the application form's supporting statement

Closing date

13th November 2020



Happy to help

For an informal discussion, feel free to contact Carol Skitt,
HR, and Compliance Manager, who would be happy to
explain more about Tute and the role



recruitment@tute.com



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