

# Job advert

## IT Support Technician

Hourly paid – Flexible zero hours contract

### Context

INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver guaranteed progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner University are equal shareholders.

### Requirements

This role will provide customer focused IT support to all employees and students within the INTO Centre, providing software, hardware and user support for a variety of IT systems used across the Centre, the post holder will be required to ensure that all IT and audio visual equipment in teaching rooms is maintained to effectively support learning and teaching. The post holder will also contribute to the development of IT systems and procedures and support the development of IT learning resources within the Centre. The post holder will work closely with the IT department at UEA and the IT team based at our head office in Brighton to ensure a collaborative service to students and staff.

Working hours can be flexible and worked around teaching in the Centre.

Candidates should be able to demonstrate the following:

- HND or equivalent in computing or an appropriate equivalent careers qualification;
- Experience of front line IT support;
- The ability to communicate problems and solutions clearly and effectively in addition to excellent team work and interpersonal skills.
- Familiarisation with the installation and maintenance of software, hardware and AV systems;
- Good experience of working with Windows packages;
- Excellent command of spoken English in relation to both native and non-native speakers of English;
- Willingness to learn about the university network;
- Ability to contribute towards the IT strategy of the Centre and IT budget planning;
- Previous experience of working in a similar role in an education environment would be an advantage.

## Salary

£12 per hour

## Application Process

If you feel you have the necessary skills, experience and interest for this post, please download the application form from our website <http://into-corporate.com/jobs> and return with a covering letter stating why you are interested in working for INTO University of East Anglia, to: [intouea.recruitment@intoglobal.com](mailto:intouea.recruitment@intoglobal.com)

**Closing Date for applications is 28<sup>th</sup> November 2021**

For further details, a full job description and a copy of our Candidate Privacy Notice see <https://intoglobal.com/jobs>

## Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

For further details and a full job description see <http://www.intohigher.com/jobs>

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people, and child protection screening will apply.

[www.into.uk.com](http://www.into.uk.com)

INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving.

To find out more please visit [www.into-giving.com](http://www.into-giving.com).