



The Role:

Job Title: Helpdesk ICT Support Engineer (1st line)

Grade: £16,262 per annum Grade 3 Point 5 (pro-rata)

Hours: Full-time, 37.5 hours per week

Contract: Permanent, Term-time and an additional two weeks (0.88 FTE)

Reports To: IT Manager

Location: Based at Avanti Fields School Leicester and occasional travel to Krishna Avanti Primary School, Leicester

Are you an IT professional with a general, rounded, skill set, looking for a new challenge?

Then we have an exciting opportunity.

This is a new role sitting within the centralised IT function with responsibility for playing a pivotal role in providing practical support, guidance, training and advice to schools.

Your Key Responsibilities:

- Man the trust IT helpdesk responding to tickets within SLA.
- Providing first line resolution to tickets raised within the trust helpdesk.
- Providing technical assistance for questions and problems.
- Responding to queries via chat, email, or phone.
- Diagnosing system errors and other issues.

Skills required:

- Minimum 2 years of helpdesk IT support role within the education sector.
- This job involves occasional travel to an alternative site and therefore the use of a reliable personal vehicle is recommended where convenient.
- Full clean UK Driving License required.

What's in it for you?

You will be working in a fantastic environment. You'll be entitled to 25 days' annual leave (plus bank holidays), NEST pension scheme, and development opportunities.

Due to the nature of this role, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. In making your application, it is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974. Therefore, applicants are not entitled to withhold



information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Avanti Services Limited is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share this commitment. All successful candidates are required to have an Enhanced DBS check unless internally appointed and still within the cycle of DBS re-checks.

We want to make sure we are attracting the widest possible range of people to Avanti Services and ensure that they are accepted, understood and treated equally when they work here. This means we will work hard to understand that each employee is unique and ensuring that individuals or groups are not treated differently or less favourably on the basis of specific characteristics.

Such characteristics include (but are not limited to) age, disability, gender including transgender, race, religion, sexual orientation, marital status, and how the school supports pregnant women and new parents.

Any appointment subsequently made will be subject to the receipt of satisfactory references and other pre-employment checks.

Application should be by submission of a full comprehensive CV and a covering statement of no more than 2 sides of A4 setting out how you meet the essential criteria of the role. This should be submitted by the closing date above to careers@avanti.org.uk The successful candidate will be required to sign the application form and GDPR declaration on appointment.

The closing date for receipt of applications is Monday, 16th August 2021 at 12 noon.