**Job details**

Position:  IT Customer Support Technician (1st line)  
Location:  Portsmouth, United Kingdom  
Salary:    TSAT Band D  
Hours:     37 hours per week - 52 weeks per year

Closing date:    Friday 29th May 2020 (noon)  
Interviews:  Week commencing 1st June 2020

Working as part of the Trust's Operations department, the IT Customer Support Technician (1st line) is to ensure that our customers are supported in their use of IT equipment and services across the Trust, its academies and partners. This role will therefore require travel between sites within the Portsmouth hub and as such a full driving license (manual-car) and use of a vehicle is essential.

The position is a customer-focused role, and the post holder should be self-motivated, have strong interpersonal and communication skills and be a team player. They should demonstrate a willingness and flexibility to work across the department and have the ability to balance their workload. Along with experience of dealing with Microsoft and Apple operating systems, and a good knowledge of IT packages and peripherals, the post holder should also possess excellent customer service and communication skills, both verbal and written.

Full training will be provided on Trust's helpdesk application, and operating procedures.

The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.  We will ensure that all our recruitment and selection practices reflect this commitment.  All successful candidates will be subject to Disclosure and Barring checks along with other relevant employment checks.

We reserve the right to close the position early should a suitable candidate be found.