

Technical Services Assistant

Based at Ruskin Mill College in Nailsworth Gloucestershire
£20,324.99 - £23,603.48 per annum
(depending on qualifications and experience)
40 hours per week, 52 weeks per year

For over 30 years, Ruskin Mill Trust has provided Specialist Independent Education to children and adults with complex needs including learning difficulties, autistic spectrum conditions and disabilities. Our provisions offer both day and residential placements and applications. Inspired by Aonghus Gordon using the insights of Rudolf Steiner, John Ruskin and William Morris, Ruskin Mill Trust works with hand, head, heart and place to provide students with the tools to transform material and in doing so transform themselves.

As a Technical Services Assistant you will be providing first line support for the information technology systems / hardware and will be required to assist the Technical Services Manager with the administration of the network and servers.

Main duties will include:

- Providing first line user support to staff and students as required using the desktop systems, including dealing with operational problems such as hardware faults and software incompatibilities;
- Assist in the maintenance of relevant management and system administration records such as user requests and action taken, asset records, software records and maintenance requests and outcomes. Undertake a schedule of PC "health checks" and ensure effective deployment/utilisation of anti-virus software;
- Assist with the administration and development of the desktop and office network systems as required, including user administration, maintenance of the Office E-mail system, Internet Filter Software and ensuring that the security procedures for the desktop system within the office network are appropriate and are being followed.

You will have

- A good knowledge of Windows 10/11
- Computer Literacy in Microsoft Office, including, Word, Excel, Powerpoint and Outlook
- Good interpersonal skills and the ability to foster and maintain collaborative working relationships and sharing of good practice
- The ability to demonstrate high levels of discretion and confidentiality
- The ability to create simple user guides to support training and user adoption of technology
- The ability to manage IP telephony systems, including extension and direct dial management

Ruskin Mill Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful applicants will be required to undergo a Disclosure and Barring Service Enhanced Level Disclosure. Sunfield is committed to becoming an equal opportunities employer.

CLOSING DATE: Midday, Monday 24th January 2022

For further information and to apply visit <https://www.rmt.org/jobs/> or contact the HR Team by email at recruitment@ghc.rmt.org