Role: 1st / 2nd Line Service Desk technician

MGL is an expanding North West based company currently supporting over 300 schools across the region. Applications are invited from highly effective primary school technicians to join our successful Technical Services team in our main Liverpool office.

You will:

- Be an excellent communicator with successful support experience within the education sector.

- Able to provide excellent 1st and 2nd line support for customer IT issues.

- Have a solid working knowledge of Microsoft, Apple and Google technologies, network/wireless technologies, and education IT solutions.

- Have a clear understanding of IT related issues and their impact on school cyber security standards.

- Have excellent interpersonal, communication and presentation skills.

- Hold or be able to gain enhanced CRB clearance.

Be required to:

- Provide 1st / 2nd line remote support service.

- Provide remote advice and guidance to schools for service related issues

- Pro actively monitor and manage remote IT systems

Salary: competitive package depending on experience.

Role: Full time role

Holidays: 25 days leave plus Bank Holidays.

Full job description: please email andrew.procter@mglworld.com

Application: Please send CV’s to andrew.procter@mglworld.com

Closure date: 18.00 Thursday 29th February 2024