



Helpdesk & SIMS Analyst

About the role:

Due to our continued growth, Lourdes IT are looking to appoint a highly motivated individual to a new role of Helpdesk and SIMS analyst.

The successful candidate will be a key member of our growing team, working on our central helpdesk to support users via phone, online chat and within our helpdesk.

With remote access to all systems, they will be able to solve a range of issues quickly and effectively to minimise the impact on teaching and learning or administrative roles.

As part of the role, the individual will specialise on supporting schools with their SIMS MIS systems, in conjunction with our Senior Support Team. The right applicant will have experience of SIMS as a user, or preferably giving support or training to users in a prior role. Our experienced team will provide targeted support to the right candidate to allow them to successfully resolve a wide range of SIMS support request on first contact.

Who we are looking for:

- Hardworking and dedicated individuals committed to a career in IT Support as part of a forward-thinking team with a growth mindset.
- Experience of providing IT support to end users
- Experience in the use of, or support of, Capita SIMS MIS
- Desire to progress within the IT Support/SIMS support roles in future.
- This is a full time and permanent position (not term time only), holidays are to be taken in school holiday time.
- £19,125 -£20,818 (Pay review pending)

About the team:

Lourdes IT provide IT, Broadband and SIMS solutions to a growing number of schools in Worcestershire. Our team is part of the Our Lady of Lourdes Catholic Multi Academy Company, and we are run on a not for profit basis. Investing our income into our staff and services and into our Multi Academy school's IT provision.

Our team is focused on delivering outstanding support to our schools, by understanding their unique requirements, and working with them to ensure their IT provision is reliable, flexible and expertly supported.

Our team is friendly, helpful and proactive. We enable them to meet our high standards by ensuring they are well resourced, supported and by providing high levels of CPD. We are proud of being able to recruit the right individuals and provide training as needed to enable them to benefit from the internal opportunities that are readily available.

For more information:

Please visit our website – www.lourdesit.org.uk/vacancies or email hr@lourdesmac.org.uk

Closing date for applications is 13:00 Thursday 8th November 2018

Applications must be made on our application form.

Apply now: www.lourdesit.org.uk/vacancies/ hr@lourdesit.org.uk

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