

Role Title:	<b>IT Support Technician</b>
Contract:	Permanent, Full Time (37.5 hours per week) Hours 8:00 am to 4:30 pm
Salary:	£24,000 - £26,000 per annum full-time dependent on experience
Location:	MetFilm School Ealing Studios, Ealing, London.
Reporting to:	IT Manager
Start Date:	ASAP

### About MetFilm School

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MetFilm School is one of the largest film schools in Europe, running undergraduate and postgraduate programmes across our London, Leeds and Berlin campuses as well as a portfolio of non-accredited courses. Our mission is to inspire a new generation of creative screen professionals and our educational philosophy is defined by the unique and multiple ways in which we bring education and industry together through pedagogy, production and partnerships.

We are committed to establishing a culture of diversity and inclusivity at MetFilm School, where all staff and students can work, learn, be ourselves, and reach our full potential. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

MetFilm School is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs and expects all staff to share this commitment.

All posts are subject to Right to Work and Enhanced DBS checks.

### About the Role

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We are recruiting a full time IT Support Technician who will be responsible providing 1st line IT support services to all Students, Staff and Tutors across all campuses.

The successful candidate will be able to:

- Collaborate with motivation and enthusiasm as part of a wider team
- Work with systems to ensure effective communication across the team
- Maintain effectiveness and approachability working under pressure to tight deadlines and changing priorities
- Exercise tact, discretion and diplomacy at all times

- Build and maintain effective working relationships with staff from other departments
- Work with flexibility and adapt to the changing needs of the business

This position requires some previous experience working in an IT/Technology support role ideally within an education setting

- Supporting Windows/OSX clients and mobile devices
- Office 365 user administration tasks
- Troubleshooting AV issues

### **Key Responsibilities**

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- Provide 1st line support, managing and actioning support requests, escalating within and between departments when necessary.
- Support Windows and OSX client devices connecting to MetFilm School supported services and running school supported software.
- Support iOS and Android Mobile devices connecting to MetFilm School supported services.
- Administering user account systems, adding new accounts, resetting passwords and troubleshooting email and login issues.
- Managing pool computers, checking in and out, updating systems and removing data.
- Updating client builds including system/security and application updates to ensure devices meet MetFilm School standards.
- Provide 1st line support and troubleshooting for AV systems.

*This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out other duties in keeping with the nature of the post.*

## Knowledge and Experience

### Essential

- Previous experience in an IT support role.
- Experience of Office 365 user admin tasks.
- Experience of supporting Windows, OSX, iOS and Android clients.
- Data Management Awareness (GDPR, Cyber Security).

### Desirable

- Awareness of Post Production applications such as Adobe Creative Cloud, Davinci Resolve, Avid Media Composer
- Awareness of Microsoft Intune
- Experience working in an educational environment

## Skills and Behavioural Characteristics

### Essential

- Customer service and client facing skills, decorum and a friendly attitude
- High degree of organization, accountability and flexibility
- Able to manage and prioritise multiple tasks
- Strong interpersonal and communication skills
- Attention to detail
- Ability to follow tasks through to completion
- Ability to tackle issues or problems promptly and effectively
- Team player, highly motivated and enthusiastic
- Self-directed, takes initiative
- Able to work and maintain effectiveness and approachability under pressure, within tight deadlines and changing priorities
- Ability to exercise tact, discretion and diplomacy at all times  
Ability to build and maintain good working relationships with staff across departments
- Flexibility and adaptability

## How To Apply

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To apply for this role please send a CV and cover letter to [jobs@metfilm.co.uk](mailto:jobs@metfilm.co.uk), including the title of the role in the subject line, by Sunday 13<sup>th</sup> November.