

## Full Job Description:

### **Support Engineer Wisbech, Cambridge**

At RM we provide technology and resources to the education sector, supporting schools, teachers and learners, with one goal, to improve education outcomes worldwide. What we do helps all levels of the industry, from preschool to higher education and professional qualification, our customers include schools, examination boards, central governments and other professional institutions. We have a clear purpose to enrich the lives of learners worldwide.

To better reflect the society that we serve, we're committed to building a diverse workforce and creating an inclusive and welcoming environment for all. To achieve this, we create teams of talented people from different backgrounds and experiences and strive to be a business where our people can bring their whole selves to work.

At RM Technology, you'll have the chance to build a career supporting and empowering our future generation. Join us to build an exceptional experience for yourself, and a better learning environment for young people.

The IT Support Engineer function has an important role to play in helping teachers to teach and learners to learn. As one of a team of IT Support Engineers your role will be to provide a first-class level of support to education users. Working to ITIL best practices you will strive to work collaboratively with the service desk to meet contractual SLA targets, escalating where appropriate but always ensuring that the customer is kept up to date. The role will suit someone who enjoys solving IT problems through excellent troubleshooting and supporting users who may not necessarily have IT backgrounds.

#### **Responsibilities**

Working as part of a wider onsite services IT team, the role provides opportunity for future progression and personal development for self-motivated employees looking to build their career in IT.

Your key responsibilities:

- To assist the service desk with the delivery of the IT managed support service.
- Provide school-based users with technical assistance and report service issues in accordance with the service desk policies.
- Participate in change management process and transition projects.

#### **Experience**

Our ideal candidate would demonstrate the following behaviours.

- Excellent Customer focused, problem solving and time management skills.
- Excellent communication both verbally and written.
- Punctual and able to prioritise own workload.
- Able to diagnose and troubleshoot issues, asking customers relevant questions to get the issue resolved and knowing when to research and when to escalate.

IT Skills (preferable but not essential as training will be provided)

- Basic Operational knowledge of Microsoft 365 and/or Google Workspace
- ITIL Foundation and Comptia A+
- Use of IT service desk ticketing system g. ServiceNow

#### **What's in it for you?**

At RM we recently introduced My Work Blend @RM which provides office-based colleagues with multi location and hybrid working options to suit them. As well as your office base, you can spend a proportion of your time working at other locations that suit your role and your life, including home, other offices, customer sites, distribution centres or on the move. We encourage you to discuss arrangements for this role with your potential line manager during the recruitment process. We expect how we make best use of hybrid working may continue to adapt as we adjust to our new ways of working.

RM is committed to safeguarding and promoting the welfare of children and expects all permanent and temporary staff to share this commitment. This role is exempt from the Rehabilitation of Offenders Act 1974 and all successful candidates will be subject to Disclosure and Barring Service (DBS) checks along with other relevant employment checks.

At RM we are committed to making the recruitment process as inclusive as possible for everyone. Should you require additional support with your application or through the interview process, please contact us at [recruitment@rm.com](mailto:recruitment@rm.com).

As well as a competitive salary and our core benefits package which includes private medical healthcare, life assurance and a Group Personal Pension Plan with higher contribution levels available, some roles are also eligible for a performance-related bonus.

There are lots of voluntary benefits too. You could buy additional annual leave, join our dental plan, sign for a health assessment, or take part in our cycle to work scheme. You could even earn yourself an extra bonus for successfully recommending a friend or family member for a position within RM.

**Scott Turner**  
Talent Sourcing Partner  
RM Plc

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View current opportunities with RM at [careers.rm.com](http://careers.rm.com). Follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#)

My working hours are 08:30 – 17:00 and outside of these times I do not check emails so please do not expect a response from me



