



Schools' IT technician service

Regular visits from our IT experts to keep your school running smoothly.

Get first-class IT support and guidance in your school with our visiting IT technician service – choose from a range of options to suit your needs and budget.

Committing budget to recruiting permanent IT staff to look after your IT estate can prove costly. But of course, you don't want to compromise the security of your classroom technology by not having the right expertise to hand. So get the support you need with the help of our schools' IT technicians. On each scheduled visit, they'll carry out system checks and maintenance, and help out with ad hoc IT issues as they arise.

Key benefits

- Dedicated IT support in your school from one of our expert IT technicians means there's no need to appoint full-time IT staff – with our expert help you can schedule help when you need it.
- This is a full and comprehensive service – from helping you to troubleshoot IT problems to future-scoping your IT requirements, offering guidance and practical help.
- We'll make sure your IT estate is kept up-to-date with the latest anti-virus software and system hardware and software updates when we visit – keeping things running smoothly and giving you complete peace of mind.
- We can help you get the very most out of your IT resources, by advising on how to maximise your IT use, stay safe and efficient, and minimise problems or issues.
- You can choose from a range of different service levels – from one visit every half term to two visits per week – depending on your School's IT technical requirements, and your budget.



"A quick note to say how impressed we all were with Ben. He was polite, knowledgeable and easy to talk to. He has given us the reassurance we needed that our current position isn't as poor as we thought and I think we will be able to work successfully together to make a real improvement to IT in our school."

Suzanne Pocock, Office and Business Manager,
East Bergholt Primary School

Professional and cost-effective IT support

You will receive regular in-school visits from a qualified IT professional, who on each visit will work with you to ensure your IT estate is fully-functioning and safe, and give advice, guidance and hands-on IT help.

This is a comprehensive service, which provides a range of IT help, such as checks on system back-ups and the performance of servers and desktop computers, checks on your school's IT devices to ensure they're protected with up-to-date antivirus software and the latest security and performance software releases.

It includes advice on issues about IT infrastructure such as computers and software, and support for user accounts and file access – with diagnosis and troubleshooting of internet access issues. We'll advise you on audio-visual equipment, such as projectors, and help your staff with software installation, including providing informal training. We'll help you get the most from your technology assets, and scope your future IT requirements.

This professional and cost-effective IT support service requires you to select a service level to suit your needs, with an option to purchase additional days, and an account manager will review progress. Please note, schools will need to designate a main point of contact who will decide on your school's IT priorities. This service does not include SIMs user support – please refer to our enhanced SIMS service for further details.

Next steps

If you'd like to find out more about how our schools' IT technician service can help your school, discuss which service level would suit your needs, or explore the option of a bespoke service, please telephone: 0300 123 1420 or visit our website for further information: www.schoolschoice.org.

T: 0300 123 1420

E: services@schoolschoice.org

W: www.schoolschoice.org

