

**NETbuilder Education | Technical Services Coordinator**

Reporting to: Office Manager  
Salary: £16.5k to £18.5k  
Location: Bromsgrove, Worcestershire  
Travel: Occasional travel to client sites throughout the UK but mostly within the Midlands  
Period: Full Time Permanent or Term-Time plus 2 weeks

**About us**

NETbuilder is a full service agency, with offices across the UK. We are a leading provider of digital solutions, software, and IT consulting. We work across multiple sectors, with specialist expertise in the financial, education, government and commercial markets. Amongst others, our capabilities include Digital, Cloud and Cyber Transformation, Implementation and Managed Services at Enterprise level.

**Job Brief**

This role is varied and includes a selection of tasks in support of our Education, Local Government and Business customers.. These will include writing up quotations and estimates for common/reoccurring services, account management for existing customers and presales advice for reoccurring services, scheduling appointments and onsite support visits for members of the IT team, financial tracking of all IT services on a month by month basis, workflow development and management and aid in the development of new processes that go towards our ISO compliance.

For this position, you should be able to use your organizational skills to manage your office space and your time, as you will collaborate with clients and colleagues in a dynamic environment. You should also have excellent verbal and written communication skills.

Ultimately, you should be able to support our senior managers and ensure our day-to-day office operations run smoothly.

**Responsibilities**

- Support the Office Manager and Senior Systems Engineer with daily tasks such as Quotations and Project Proposals
- Assist in the ongoing management of key customer projects
- Plan meetings and take detailed minutes (where required)
- Answer phone calls, provide information to callers or connect callers to appropriate people
- Schedule appointments with customers and update the shared calendars where required
- Schedule Onsite IT Support visits with customers and maintain an up to date shared calendar
- Compose and type regular correspondence such as invitations and informative material
- Develop and maintain a filing system

- Create spreadsheets and presentations
- Provide statistical data on the progress of all financial activity within the IT Services team for NETbuilder Education.
- Support customers with MIS, Licensing, SSL and equipment queries
- Assist in the promotion of the Scholarpack MIS product
- Develop, implement and improve office policies and procedures where required for ISO and Cyber Essential Compliance

### **Requirements**

- Proven work experience as a senior administrative assistant
- Knowledge of School environments and inner workings
- Some knowledge and experience using MIS Systems for schools – desirable but not essential
- In-depth understanding of office management and daily operations
- Good level of experience with MS Office (Word, Excel and PowerPoint)
- Working knowledge of office equipment such as printers, photocopiers and scanners
- Strong organisational and time management skills

### **Preferable/Desirable**

- Existing knowledge of Sims.NET MIS System would be desirable
- Existing knowledge of Worcestershire County Council procedures
- Up to date knowledge of current government guidelines for student assessment data
- An Intermediate level of IT knowledge
- A basic level of understanding of Microsoft's Open Value Education Enrolment Service (Educational Licensing)

### **Why NETbuilder?**

Alongside a great cultural environment and reward scheme, at NETbuilder, we value highly your career progression, and as such personal development is at our core and everyone has a tailored progression path designed to suit them.

- Highly competitive salary and review process
- Discretionary Bonus allocated on business performance plus individual "spot" bonus scheme
- Benefits: Contributory Pension Scheme, 25 days holiday in addition to Bank Holidays (Pro-Rata if Term-time).