

## IT Services Computer Support

IT Services Computer support service has a comprehensive suite of solutions to meet your specific **curriculum or administration ICT** needs.

- ✓ IT Services can supply a **named ICT IT Services site technician on a regular scheduled visit** at a frequency to assist you with ICT in the most effective way.
- ✓ For a more comprehensive service IT Services can supply a **school based technician**.
- ✓ Do you wish to develop school ICT or free teaching time for your ICT coordinator? IT Services has a **School ICT Manager Service** that can do this for you.
- ✓ IT Services **Emergency Response Service** is ideal for repairs to critical systems e.g. Administration fileserver, on a guaranteed response time.
- ✓ For non critical systems IT Services can provide a **Hardware Repair Service**.
- ✓ IT Services has experienced staff to **manage, advise and assist in school projects**.
- ✓ All technician services include line management, absence cover, third tier support and staff development.

### Site Technician example work roles

Disaster recovery services.  
Network account management.  
Network application package building  
Demonstrate software or hardware to teachers  
Assist an ICT coordinator in implementing new technology  
Workstation, peripheral and Network equipment configuration  
On site Fault diagnosis, reporting and handling  
Organize Anti virus and service pack updates  
Administration and curriculum PC support  
ICT equipment specification advice  
Network system documentation  
PC and network Health checks

### Supplementary services

A consultation service for development project work  
RM network training service  
RM network design and commissioning service  
Bespoke hybrid network solutions  
Administration and curriculum network integration

### Complementing services

SIMS managed service  
ISP services, emails, calendar and file sharing  
Web site hosting & creation  
Multimedia equipment repairs and servicing  
Network cabling design, installation and testing

For technical service enquiries contact Graham Phillips  
666 5542 or email [grahamphillips@wirral.gov.uk](mailto:grahamphillips@wirral.gov.uk)

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