



# Job advert

## Service Desk Technician

### Context

**INTO's Mission:** *Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.*

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched 21 partnerships with 19 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our Mission is underpinned by five core values: Purpose, Partnership, Performance, Passion and Pride. We seek employees who share these values in an organisation which has a diversity of talent specialisms and cultures.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

### Requirements

Are you passionate about helping people solve their IT problems? We are looking for a Service Desk Technician to join our growing Brighton IT Support team. As part of the TechHub, you will help solve 1st Line IT support issues, in a fast-paced environment. You'll gain experience with a range of different systems, applications and processes, while providing excellent technical knowledge and customer service to our staff in Brighton and around the world.

Part of the larger IT Operations department, The TechHub is responsible for 1<sup>st</sup> line support across a variety of systems, including desktop, server, network and mobile devices.

### Salary

Band B

### Application Process

Please refer to the job description for this post for the necessary skills and experience required. Send your CV along with a covering letter stating why you are suitable for the role and where you saw it advertised **via email to:** [HQ.career@intoglobal.com](mailto:HQ.career@intoglobal.com)

**The closing date for applications is 9am on Thursday 13<sup>th</sup> June 2019.**

### Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

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**F** +44 [0]1273 679422  
**E** [corporate@intoglobal.com](mailto:corporate@intoglobal.com)  
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- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Service check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

For further details and a full job description see <http://www.intoglobal.com/jobs>

INTO is an equal opportunities employer.

INTO is committed to safeguarding and promoting the welfare of young people, and child protection screening will apply.

[www.intoglobal.com](http://www.intoglobal.com)

INTO Giving is the charitable arm of INTO University Partnerships and is committed to increasing access to education and improving the quality of education for disadvantaged young people around the world. INTO employees are encouraged to take an active role in INTO Giving.

To find out more please visit [www.into-giving.com](http://www.into-giving.com).