Technician Service

EIS are pleased to offer an on-site Technician Service to support, manage and develop the use of ICT in your school.

A dedicated Technician will be assigned to visit your school on a regular, scheduled basis, to maintain all your school IT systems, networks, servers, computers and work with you on your IT priorities.

The Technician will get to know you and your school systems and they will be able to carry out routine tasks and services. They will also be your link with the wide range of support services, expertise and knowledge EIS can provide.

EIS will endeavour to provide a flexible service. We will accommodate requests to change visit dates where we can to suit your needs. As well as the scheduled visits you can request additional ad-hoc visits if required (at a fixed rate).

Some of the routine tasks undertaken include:

- Server health checks (including Anti-Virus and Windows updates)
- Backup checks
- Workstation configuration and moves
- Maintenance of peripherals
- Routine troubleshooting and rectification
- Standard upgrades to SIMS and FMS
- User account administration

Other types of work the service can provide includes:

- Creation and maintenance of an IT asset list
- Installation and configuration of iPads, LearnPads and other mobile devices
- Advice on wireless networks and installation of additional access points
- Working with 3rd parties on software/hardware installs and new initiatives on behalf of the school
- Obtaining quotes from suppliers on behalf of the school

Available packages

- **Diamond** 2 days per week
- **Platinum** 1 ½ days per week
- **Gold Plus** 1 day per week
- **Gold** ½ day per week
- **Silver** ½ day per fortnight

LET'S KEEP IT SIMPLE

IT support & solutions

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Kent, ME15 8AW
About Us
EIS is the leading supplier of tailored IT infrastructure, hardware and software services to schools.

Established in 1982, we specialise in incredibly advanced complex systems. It is however our vast knowledge, experience and approachable nature which enables us to make things seem very simple.

Our customers realise that the systems are complex, but our primary concern is that technology is simple to use and above all that, just works!

Our many years of experience and knowledge in providing outstanding IT support services and a comprehensive training and events programme means that teachers are enabled to concentrate on teaching.

Training & Events
We provide a wide range of training courses and events throughout the year, all of which are available to book via Kent CPD Online. For any additional information, please email training@eis.kent.gov.uk

Service Desk
Our highly skilled Service Desk team are available from 08:00 to 17:00 Monday to Friday throughout the year, with the exception of bank holidays. We aim to resolve most queries on the same day and if we cannot resolve your query immediately, it will be referred to our specialist teams.

Prices & Packages
We offer a wide range of options tailored to suit the size and needs of your schools. All IT products and support services are provided with an annual Support Agreement. Some products and services are also subject to a licence fee. Please contact us for a quotation.

Free Demonstrations
To arrange a free demonstration or to discuss how any of our services could be of benefit to your school please contact us.