



IT Support for Educational Institutions

If you are looking for IT services for education, either by having someone become a part of your team and take full responsibility for your IT, or to find additional support for your existing IT team, Complete I.T. (CIT) have a flexible package of resources to meet your specific requirements.

Our IT support for schools and educational institutions enables you to access a team of highly trained education specialists who are able to manage and support your current IT structure. We recognise that IT is continuously evolving and we will help you determine the most appropriate solutions for your educational establishment, working with you to plan and specify future developments.

CIT take a proactive approach to ensure that we understand your organisation and provide appropriate and valuable advice and recommendations, as well as ensuring any issues are resolved as quickly as possible.

We have the resources to take complete responsibility for your educational facility's IT, whether it is providing solutions remotely via our local Helpdesk, maintaining your infrastructure, carrying out proactive on-site support or monitoring your systems - we do all of these and more.



IT support package includes

Complete I.T.'s Education IT support package can be tailor-made to suit your specific requirements from the following options:



Dedicated in-house IT Manager

CIT will recruit, train and manage a dedicated in-house IT manager on your behalf. With at least three years in-depth experience, this individual will be located on your premises and available to support all your IT users and infrastructure. We can also provide sickness and holiday cover as and when this is required.

In addition, this service includes a 24/7 Remote Overflow Helpdesk to ensure that all queries can be promptly answered and resolved should your IT manager be occupied elsewhere within your organisation.



Dedicated in-house IT Team

This service is ideal for larger academic institutions with a more substantial IT landscape. It comprises a team of dedicated individuals offering the same levels of support as above. We can also include an IT Manager and /or Service Delivery Manager should the need arise.



IT Department Support Services

Our IT Department Support Services are designed to assist and supplement the activities of your existing IT Manager or team. This service includes access to our out of hours IT Helpdesk 24 hours a day, 7 days a week. Our Helpdesk team, made up of educational and technical experts is there for you no matter what time you may need them, getting to know your teams and understanding your systems and infrastructure to deal with your IT issues quickly and efficiently.



Bespoke On-Site Support

CIT have a team of IT for education specialists who understand the specific needs and requirements of academic institutions. This team run the Remote Education IT Helpdesk and are also available to work on-site at your location to provide support and resolve any issues that cannot be managed remotely.

