



IT TECHNICIAN – JOB DESCRIPTION

Job Title: IT Technician

Department: Technology

Purpose: The IT Technician's primary role will be to support the school at a technical level in order for the school to effectively use technology across the campus and in the classrooms. This support will involve the network, CCTV and front desk. The IT Technician must be self-reliant with advanced troubleshooting tasks and be teachable to learn from new problems that arise. Must aid in the implementation of new technologies as well as maintaining current systems that are used. The IT Technician must be able to lead an IT Department if the need arises.

Essential Functions:

Quality and Quantity of Work:

Provides consistent high-quality work with minimal supervision

- Finds creative and effective ways to solve problems
- Works cooperatively with members of the IT Staff and Academic Staff.
- Attends various department meetings on a rotational basis
- Assists students and teachers with technology-related problems.
- Attends scheduled IT Department Meetings
- Trains teachers to troubleshoot basic IT problems
- Identifies trends regarding problems accruing in the school
- Collaborates with the IT Managers.
- Aids in desktop support.
- Must be able to reinstall a Windows workstation.
- Has exceptional knowledge regarding IT networks.
- Provides software support for Windows operating systems and Microsoft Office environment.
- Be able to provide effective training for all software implemented in the school.
- Can create self-training documentation for software.
- Install and configure appropriate software.
- Performs basic user-related tasks on Microsoft servers.
- Adheres to procedures in place for the school
- Lead IT Support Technician in day-to-day tasks.
- Microsoft 365 Admin Centre: Assigning Licenses, User Creations and Directory Control

- Google Admin Centre, Google Meet, Google Calendar, Forms, Sites, Classrooms, Google Drive, Google Groups & Mailing Lists, Directory Control.
- Assist with eSports Club Culture
- HikVision Systems: CCTV, Biometrics, NVR's.
- Audio & Visual: settings up sound systems, Mixers, Speakers, Microphones
- Events: Running Musical Events (Controlling Sound & Microphones), Reunion (Setting up Live Streams, Sound, Visuals).

After hour events: Assisting with and being able to attend after hour venues such as: PTA Meetings, Info Meetings, Ceremonies etc (These will require you to manage Google Meet, Control of Audio & Visual, Collaboration with staff running presentations and assisting with online audience.

- Transport for after-hours work.
- Budgeting: Being able to correctly collaborate and control budgets for the IT Department.
- Wix: Website assistance with Marketing team
- Digital Signage: Managing digital signage software and maintenance around campus
- VoIP: Managing Yeastar PABX Systems (Holiday Messages, VoIP Phone Setup)
- Project Management: Being able to manage and setup any projects around campus
- Teamwork in the IT space: Work as a team while managing and keeping track of IT assistant.

Communication:

Effective, appropriate and timely communication with IT Managers.

Effective, appropriate and timely communication with School faculty, staff, and students

Effective, appropriate and timely communication with members of IT department.

Professionalism:

Takes initiative

- Inspires teachers to learn more about technology
- Represents the school in a positive manner
- Appearance should reflect professional position during normal school term
- Actively participates in required in-service programs
- Maintains an attitude that encourages teamwork & personal responsibility
- Outstanding organizational and time management skills.
- Have good teaching skill in order to teach IT Technicians and IT Support.

Education and Experience:

- Extensive working knowledge of computer hardware, software, peripherals, and related technologies
- Strong technology literacy
- Certification as a System Administrator will be an advantage (Microsoft Certified Systems Engineer) or equivalent experience.
- 3+ years of working experience in the related field
- Experience with Windows environments
- Ability to explain technical jargon to general audiences.
- Strong understanding of networks and Desktop support.
- G-Suite experience will be advantages.

Working Conditions:

Must be able to work with multiple distractions and changing priorities

Must be able to set your own schedule and be flexible to meet the needs of teachers

Must be able to work on a ladder

Must be able to lift 30kg

Should be interested in contributing to the life of the School and should enjoy working with adults and students who approach the use of computer and technology from an educational point of view.