



St. Joseph's Institution International School

JOB DESCRIPTION

Job Title:	IT Technician
Reports to:	IT Assistant Manager / Bursar
Section / Department:	Central Administration

Job Responsibilities:

- Provide technical support in day-to day School IT operations.
- Install, configure, and support workstation software, hardware, printers, servers, network cabling, PABX and phones.
- Perform IT maintenance and system upgrades including cable management, service packs, patches, hot fixes and security configurations to ensure virus-free IT working environment.
- Handle and response the helpdesk ticketing system.
- Provide support for school management & database system and website publishing includes reporting and analysis (e.g. iSams, Managebac, Meet the Teacher, Seesaw, and Google Classroom).
- Create, configure, and manage user accounts (e.g. Active Directory, DHCP, iSams, card management system, print server and Google Workspace).
- Prepare technical reports as required (e.g. monthly printer usage report and inventory reports).
- Provide technical support for events, after-school events and weekend events (e.g. Projector setup, Guest Wi-Fi setup, Device preparation, etc.).
- Work with the IT academic on IT requirements for Classroom set-up, Computer Lab set-up, etc.
- Any ad-hoc IT-related task assigned by the IT Assistant Manager/ Bursar / Head of School.

Job Requirements:

We are looking for team members who are:

- Possess a Diploma or Bachelor's Degree in Computer related field.
- Knowledge of operating systems, current equipment and technologies, enterprise backup and recovery procedures, system performance monitoring tools, Google Workspace, and WordPress be an added advantage.
- Diagnostic and problem-solving skills to troubleshoot problems and find solutions.
- Willing to take on critical, new challenging tasks, work after working hours, at weekends to complete pending tasks, during emergency response and recovery.
- Demonstrate exceptional teamwork skills, contributing significantly to the team's success in accomplishing tasks and projects.
- Ability to maintain confidentiality of company information.
- Fresh graduates are encouraged to apply.