Job Title: ICT Support Specialist

Reports To: Director Of Technology

Position Type: Full time; salaried

Job Description:

Under the supervision of the Director Of Technology, the essential function of the ICT Support Specialist is to provide technical troubleshooting support and training to students and staff as well as collaborate with members of the ICT Department to ensure the continuous maintenance and delivery of modern technology infrastructure and services to all school community members. The ICT Support Specialist is responsible for identifying and responding to just-in-time technical support needs, managing and resolving helpdesk issues, performing regular operations and maintenance of ICT systems, training staff and faculty in the use of business and education critical technology and troubleshooting any technical or operational issues that arise therein.

ESSENTIAL JOB DUTIES:

Technical Support

- Troubleshoot hardware and software based technical issues alone and in collaboration with other Information Technology Department members.
- Escalate technical issues to vendor support as needed and continue correspondence in order to satisfactorily resolve issues.
- Provide generalised technical support to members of faculty and administration.
- Provide technical administration for and serve as the key point of contact for helpdesk software services and infrastructure including Atlassian JIRA, Confluence, ZenDesk and others.
- Coordinate purchasing, licencing, and other procurement activities related to information technology operations.
- Produce and maintain detailed knowledge base and end user support oriented documentation, including helpdesk system infrastructure.
- Collect and analyse technical support related data in order to address and minimise the occurrence of specific issue types, improve technology services and infrastructure, and increase end user satisfaction and job efficiency.
- Assist in the day to day operations of the Information Technology Department as needed.

Technical Administration

- Produce and maintain detailed technical documentation related to system configurations, infrastructure requirements, application architecture, data flows and other areas in order to

ensure uninterrupted continuity of technical operations as well as to facilitate the iterative improvement of technology infrastructure and services.

- Perform ongoing product and industry research in order to stay abreast of current developments and plan for future improvements to technology infrastructure and services.
- Brainstorm technical solutions to business and academic problems and work together with relevant stakeholders to present findings to members of technical, business and academic leadership.
- Perform routine maintenance and monitoring of network infrastructure and services including firewall, routing, switching, and wireless devices and associated software applications and configurations.
- Maintain and administer device configuration, deployment, and management workflows and systems including MDM software.
- Develop, maintain, troubleshoot and provide training related to classroom and workspace environment technology resources including projection equipment, interactive displays, wireless display technology, 3d printers, virtual and augmented reality solutions, and wireless network connectivity.
- Maintain backup solutions for business and education critical data in accordance with organisation, industry, and state level information security requirements.
- Perform data recovery and application state rollback functions as necessary.
- Apply software updates, patches, and bug fixes in order to improve software system performance and application security.
- Maintain knowledge of and ensure organisational compliance with relevant information security regulations including APPI, GDPR, and others.

Collaboration

- Collaborate with other members of the Information Technology Department in order to develop integrated technology solutions, identify and address potential future issues, and troubleshoot and solve technical issues.
- Communicate requirements and escalate technical support issues to Systems, Network, and Applications Administrators in order to ensure that technology infrastructure and services are able to support business and academic operations.
- Participate in cross-functional meetings with technical, business, and academic stakeholders in order to identify and draft technical solutions to problems and improve business processes across the organisation.

Professional Development

- Develop and administer training and onboarding programs for faculty and staff related to the use of technology systems and services including computing devices, display technology, productivity software, and others.
- Provide just-in-time training to faculty and staff in the use of technology.
- Engage in professional development and training programs in order to maintain and improve technical skill sets and industry knowledge.

Required Qualifications:

- Business Level English communication skills (written and oral).
- Conversational Japanese communication skills (written and oral).
- Bachelor's degree (Computer Science or Information Management Systems preferred).
- Minimum of 2 years' experience in a technical support role or similar position with relevant duties and skill requirements.
- Excellent technical troubleshooting skills and a deep understanding of troubleshooting processes and procedures.
- Excellent customer service skills, responsive attitude.
- Friendly, good humoured, and empathetic disposition suited to working with others and solving problems under pressure.
- Strong interest in international education and education technology.
- Flexibility, patience, and desire to work with and around children of all ages in an education environment.
- Experience using support process management software such as Atlassian JIRA, ZenDesk, FreshDesk, SpiceWorks, or other.
- Experience administering device configuration and deployment procedures including user account provisioning and management and MDM software systems such as JAMF, Meraki Systems Manager, ZuluDesk, or other.
- Experience administering an email domain and associated application infrastructure such as G Suite or Microsoft Office 365.
- Working knowledge of command line utilities and the ability to use them for diagnosing, troubleshooting, and solving technical issues.
- Working knowledge of networking protocols (TCP/IP, HTTPS, UDP, FTP) and ability to troubleshoot network related technical issues.
- Working knowledge of directory services and protocols (LDAP, RADIUS, AD) and associated 3rd party services (Microsoft Active Directory, Azure AD, AWS Directory Service, JumpCloud, Okta, Clever).
- Ability to collaborate with others at all levels of the organization as well as vendors.
- Ability to gain new technical skills quickly through both self study and formal professional development activities.
- Ability to communicate complex technical concepts in layman's terms.

Preferred Qualifications:

- Coursework and/or certifications relating to information technology support processes (ITIL, CompTIA et.al.)
- Coursework and/or certification relating to information technology skills and concepts.
- Familiarity with policies, procedures, and security considerations relating to educational technology use by children and students including 1-to-1 BYOD programs and network security protocols.
- Familiarity with Apple device deployment procedures and infrastructure including DEP, VPP, Apple School Manager, MDM integration.
- Familiarity with the installation, configuration, and maintenance of Cisco networking equipment including gateway, wireless controller, switching/routing, and wireless access point devices.
- Experience providing technical support for macOS, iOS or other Unix based operating systems.
- Experience working in an international, multicultural and multilingual environment and supporting an international clientele and user base.
- Experience working in an international K-12 education environment and familiarity with education operations requirements.
- Experience working in an IB authorised educational institution.
- Experience and understanding of remote work and blended learning paradigms and associated technical infrastructure and support processes.