



ROLE DETAILS	
Job Title	IT Support Engineer
Reports to	Senior Manager - IT Services and Operations
School Responsibility	Whole School
Level	

ROLE SUMMARY
<ul style="list-style-type: none">● Provide direct on-site IT Support to the users.● Maintain existing network and telecommunication equipment, desktop hardware and standard applications

DUTIES & RESPONSIBILITIES

Responsibilities for IT Support Engineer

- Responsible for the installation, configuration, and maintenance of desktop hardware (including desktop computers and printers) and standard desktop applications (including Microsoft office applications, virus protection and network security)
- Responsible for the on-site IT user support of network, telecommunication, desktop hardware and standard applications.
- Maintain details configuration of computer and communication equipment.
- Work closely with other staff in information technology department to provide quality IT support to users.
- Responsible to maintain inventory of all IT equipment that include computer hardware, telephone equipment, communication equipment and software applications at the school.
- Ensure that the operations and network services meet the performance SLA targets of the IT department.
- Manage the complete lifecycle of end user technology assets from acquisition to disposal of hardware (laptop, desktop computers, monitor, printers etc...), software and telecom elements in coordination with corporate procurement.
- First line support for the Interactive White Board (IWB) and projectors
- Provide IT weekly status reports to Senior Manager - IT operations.

Specific Duties

- Follow IT policies, standards, and procedures.
- Perform network, server, and application support, troubleshooting, and maintenance.
- Conduct software installations.
- Perform software / Hardware upgrades.
- Perform LAN/WAN and security analysis.
- Implement new software and hardware systems.
- Perform hardware troubleshooting.



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- Administer LAN/WAN and network security.
- Perform LAN/WAN and network security implementation.
- Support security audits.
- Perform network monitoring and troubleshooting.
- Provide day-to-day support for PCs, tablets, and mobile devices.
- Manage hardware and software inventory.
- Ensure company's technology infrastructure is secure.
- Manage desktop support issues.
- Installing and configuring client computer systems.
- Responding to client IT support requests.
- Meeting with clients to diagnose software, networking, or hardware issues.
- Providing technical support on-site or via remote-access systems.
- Offering solutions that meet the needs of the client.
- Repairing hardware malfunctions, software issues, and networking problems.
- Maintaining good client relations.
- Tracking and managing work records.

COMMUNICATIONS AND WORK RELATIONSHIPS

Internal

Peers, Teaching staff, Finance, Procurement, Facility Management, Admissions, Marketing, HOD's, Users

External

Vendors, Contractors

QUALIFICATIONS & KNOWLEDGE & SKILLS

- Bachelor's degree in IT or equivalent.
- 6+ years of experience in an IT support position in a large company/School
- Broad range of LAN/WAN and IP telephony knowledge, especially regarding Cisco networks.
- Extensive knowledge of standard desktop application and operation systems, especially regarding Microsoft office applications, adobe products and windows operating system.
- Knowledge of IT Service Desk procedures, anti-virus and security systems and backup systems
- Thorough understanding of ITIL or similar service delivery systems
- Strong analytical skills
- Ability to establish user trust and confidence