



ABOUT US

Nord Anglia Education is the world's leading premium schools organisation, with campuses located across 28 countries in North America, Europe, China, Southeast Asia and the Middle East. Together, our 61 schools educate more than 60,000 students from kindergarten through to the end of secondary school. We are driven by one unifying philosophy: we are ambitious for our schools, students, teachers and staff, and we inspire every child who attends a Nord Anglia Education school to achieve more than they ever imagined possible.

Every parent wants the best for their child — so do we. Nord Anglia Education schools deliver high quality, transformational education and ensure excellent academic outcomes by going beyond traditional learning. Our global scale enables us to recruit and retain world-leading teachers and to offer unforgettable experiences through global and regional events, while our engaging learning environments ensure all of our students love coming to school.

VACANCY

IT SUPPORT / HELP DESK

- Location: **Phnom Penh**
- Schedule: **(Monday to Friday from 7:30 am to 4:30 pm)**
- Salary: **Negotiation**
- Expected Employment Start Date: **August 16, 2019**
- Report to: **Network Manager**

Main Responsibilities:

- Provide first level contact, troubleshooting and convey resolutions to issues
- Properly escalate unresolved queries to the next level of support
- Track, route and redirect problems to correct resources
- Update customer data and produce activity reports
- Follow up and provide feedback and see problems through to resolution
- Utilize excellent customer service skills and exceed expectations
- Ensure proper recording, documentation and closure
- Recommended procedure modifications or improvements
- Preserve and grow knowledge of help desk procedures, products and services
- Installation, configuration and maintenance of IT equipment (HW), CCTV, network connections, telephone (PABX) and applications(SW). Ensure they function properly at all times.
- Maintain an inventory of all IT equipment and application and ensure the correct licensing of all products and update the administration manager for insurance purposes
- Perform other IT related duties as required by line manager and the senior leadership team

Requirements:

- At least 1 years' relevant experience
- Work experience in an international environment
- University degree
- Fluency in Khmer and English

- Experience with Google's G-Suite for Education
- Experience with Microsoft Office
- Experience with Windows 7,10, Mac OSX 10, iPads and software support
- Knowledge of ITIL concepts (optional)

APPLICATION INFORMATION

Applications should include a cover letter along with a photograph, updated CV with all relevant experience, along with the names and contact email addresses of at least two referees.

Applications should be sent to employment@nisc.edu.kh

Closing date: 31 July 2019

The school reserves the right to appoint before this deadline if the right candidate is found.

Northbridge International School Cambodia is committed to safeguarding children and young people. All post-holders are subject to a satisfactory enhanced DBS (in the UK) or Criminal Records (Police Check) disclosure from their most recent country of residence.