DOVER COURT INTERNATIONAL SCHOOL SINGAPORE

A NORD ANGLIA EDUCATION SCHOOL

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Celebrating 45 Years

Vacancy: IT Support Technician

We have vacancy for an IT Support Technician to start as soon as possible.

JOB DESCRIPTION

Essential Duties
This position includes, but is not limited to, the following essential functions:

Systems, Network and Infrastructure Management
- System administration of servers.
- Routine backup scheduling and testing.
- Monitors network connectivity and security.
- Manages reprographics to enhance printing and copying experience and reporting.
- Troubleshoots and resolves of technology in the school.
- Installs and improves computer software and network equipment.
- Installs, configures and manages mobile devices and Apple devices / computers
- Proactive by taking steps to ensure availability of IT Systems in the school.
- Identifies and disseminate information on new technology to assist teaching and learning in schools.
- Manages and formulates school IT CAPEX and OPEX in consultation with Senior Leadership Team
- Performs additional duties as identified and assigned.

Teacher Support - Software
- Work with teachers to understand software being used for teaching in various departments in the school.
- Assist teachers on a regular basis to effectively use available software for teaching and learning inside the classroom.
- Understand teaching needs with relation to IT and provides basic training and help documentation.
- Identifies software that is currently in use, level of usage and with teacher feedback, investigates new software tools that can be deployed for more effective teaching.
- Manage online subscriptions, tracks usage for reporting and with teacher feedback and investigates new resources.
- Understand and support mobile devices and MID software in use at the school.

Teacher Support - Hardware
- Understand the issues involved with troubleshooting and management of IT infrastructure, including wired and Wi-Fi network connectivity, Internet access, email, etc. with relation to teaching and education.
- Support school applications, user desktops / laptops, mobile devices, IWBs, projectors, audio video equipment.
- Respond to needs and questions of users concerning their access of IT resources via a help desk system.
- Help answer all trouble calls/emails and enter work orders into our tracking software.

Audio/Video Support
- Support Hall / Outdoor A/V requirements for assembly and events.

- Assist the Music Department with their technology and audio/video equipment.

Asset & Vendor Management
- Inventory management of software licenses, software, hardware and other IT supplies.
- Manage purchase of software, hardware and other IT supplies and vendors.
- Manage and track business mobiles in use by members of staff.
- Promote responsible usage and care of company equipment.

OTHER RESPONSIBILITIES
- All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organisation.
- All Staff must ensure that they meet their statutory responsibilities with regard to Health and Safety, Equal Opportunities and other relevant legislation, and should conform to professional and ethical requirements.

Requirements
- Bachelor Degree, or equivalent plus three years of similar or related experience preferred.
- Should be experienced with Microsoft products. Must have a strong familiarity with PC hardware, software, and peripherals in a Windows Server environment and System Administration tasks.
- Self-motivated, initiative
- Tolerant and flexible, adjusts to different situations
- Organisation and prioritisation skills
- Use of judgement and ability to solve problems

Closing date: **31 January 2018**

Please send a covering letter and cv to adminrecruitment@dovercourt.edu.sg