

IT Technician

Job Description

We are looking for technically skilled candidates with good problem-solving ability for the position of IT Technician. The duties of an IT Technician include being a reference point for all IT related queries at the user level, responding to user needs in a timely manner and ensuring the optimal running of all systems, among other technical duties.

The IT Technician is expected to display good interpersonal skills as they will interact with administration, teachers and students. He/She is required to listen to their technical needs, understand their problems and implement solutions to them.

Responsibilities

- Installing and configuring hardware and software components
- Troubleshooting hardware and software issues
- Troubleshooting Internet connection
- Maintenance of school managed iPads and MacBooks
- Ensuring electrical safety standards are met
- Repairing or replacing damaged hardware
- Upgrading the entire system to enable compatible software on all computers
- Installing and upgrading anti-virus software to ensure security at the user level
- Performing tests and evaluations on new software and hardware
- Providing support to users and being the first point of contact for error reporting
- Establishing good relationships with all colleagues and students
- Managing technical documentation

Requirements

- Bachelor's degree in Computer Science or related field
- Knowledge of Apple School Manager, Mac server tools and MDM solutions
- Experience in computer networks and systems maintenance
- Excellent written and verbal communication skills
- Good interpersonal skills
- Attention to detail
- Good problem-solving skills