

Information Technology (IT) Technician
Job Description

General Description:

The IT Technician is part of the schoolwide Educational Technology Team and reports directly to the Director of Educational Technology. The IT Technician provides first, second and on some occasions, third level support on a wide range of educational technology equipment and services ensuring their short and long-term operational effectiveness. The IT Technician will also be involved in the training of users to ensure safe and appropriate use of equipment and systems used to support all teaching and learning and administrative activities at ISZL.

School Wide Expectations

1. Will adhere to and uphold the ISZL Mission Statement
2. Will adhere to and uphold the ISZL School Ethos and Culture
3. Will adhere to ISZL policies and procedures
4. Will participate in the ISZL Virtual Learning Environment & integrate technology as appropriate

Reporting to: Director of Educational Technology

Profile:

- 2-3 years plus experience in Information Technology support or an Information Technology related field
- Fluent English speaker with effective written and oral communications skills
- German language proficiency an advantage
- Understanding of computer software, hardware, internet applications, networks and operating systems
- Relevant vocational qualification and/or degree
- Significant experience with full range of hardware, software and operating systems including:
 - Apple hardware and Mac OS and iOS
 - Chrome OS
 - Interactive whiteboards
 - Office 365 and/or G Suite productivity tools and management
 - Networked printing
 - Printers, scanners, cameras and various other peripherals
- Service-minded attitude
- High level organisational and planning skills with strong attention to detail
- Ability to solve problems logically
- Ability to make considered but timely decisions and a willingness to work consultatively and transparently in doing so
- Ability to self-manage and allocate time efficiently
- Ability to deal with multiple concurrent tasks and to be able to effectively prioritise
- Ability to collaborate effectively and respectfully with other team members, stakeholders and third party vendors
- Strong documentation skills
- Outstanding work ethic including a willingness to work flexibly when required
- Initiative, maturity of judgment, resilience and a 'can do' attitude
- Aptitude and sensitivity to effectively work within an international environment
- Ability and willingness to evaluate own professional practice
- Ability and willingness to contribute positively to the wider life of the School and support its values

Areas of Responsibility:

Technical IT Support:

- Set up and ensure the upkeep of educational technology equipment such as desktops, laptops, chromebooks, iPads, interactive whiteboards, data projectors, speakers, printers, telecommunications and other specialist educational technology equipment ensuring that equipment is ready to use and operating correctly
- Install and configure software on equipment and ensure software is kept up-to-date
- Provide technical support to staff, faculty and students using educational technology equipment and systems
- Troubleshoot and repair hardware and software issues when they occur
- Analyse faults and make arrangements for external repairs when needed
- Clean, label and maintain good appearance of all educational technology equipment
- Deliver and setup audio visual equipment as required
- Regularly check the functionality and quality of output of all printers and order and install supplies as needed
- Research, test and evaluate new educational technology equipment and systems
- Provide out-of-hours support for school functions and system maintenance as and when required

Personnel:

- Train and provide guidance to faculty and staff to ensure safe, appropriate and independent use of educational technology equipment and systems
- Work closely with Educational Technology Coaches in supporting faculty use of educational technology equipment and services to support teaching and learning
- Work closely with the Network and Systems Manager, Network and Systems Administrator and fellow IT Technicians to ensure the safe and reliable running of the Information Technology Network and Systems infrastructure

Maintenance:

- Support established maintenance schedules for all educational technology equipment
- Create and delete accounts, groups and actively administer the use of the G Suite for Education environment
- Maintain and add data to Active Directory and the G Suite for Education environment
- Ensure the safe disposal of obsolete educational technology equipment and used consumables in line with best practice and legal requirements
- Maintain support, repair and maintenance documentation/logs

Administrative and Management

- Maintain an accurate and up-to-date inventory of all educational technology equipment and software licences
- Liaise with third party vendors supporting ISZL's educational technology equipment and systems as required

General:

- Be proactive in establishing a safe and tidy work environment
- Keep abreast of current and evolving educational technology equipment and systems and provide advice on the appropriateness of such equipment and systems as required
- Assist in planning and implementing changes to elements of the educational technology service and Information Technology Network and Systems infrastructure as required
- Be familiar, comply with and assist with the development, promotion and enforcement of policies and procedures relating to child protection, health and safety, cyber security and data protection
- Be active in improving own practice and knowledge as related to this role
- Attend and participate in meetings as requested
- Undertake other duties that may be required by the Director of Educational Technology from time to time

If you are interested in working in one of Europe's leading international schools within a friendly professional environment, please submit your application in English (incl. CV with photo, cover letter and references) to Cristina De Barrio, Human Resources at employment@iszl.ch

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