



## Job Description

**Position:** Helpdesk Analyst

**Accountable to:** Head of Systems and Communication/Head of IT Department

**Your Professional Duties:** To provide technical support to all users in the school community. Develop the ethos of the School whilst seeking to cultivate the holistic JIS Learner Profile which includes:

**Communication**

**Leadership**

**Thinking**

**Integration**

**Engagement**

**Resilience**

### General Statements of Responsibilities:

The primary function is to provide frontline technical support to all network users. This support can be delivered via telephone, e-mail, in person at the site of the problem, in person in the Helpdesk office, or by remote access. It is important that Helpdesk Analysts maintain knowledge in a broad, constantly evolving assortment of ICT policies, procedures, and technologies, and must possess the maturity and reliability to provide user support accurately and consistently.

The Helpdesk Analysts are responsible for the installation, maintenance, and support of all ICT and telephony equipment on the school site. The Helpdesk Analysts are to man the school's ICT Helpdesk and effectively troubleshoot and resolve ICT queries and problems as they arise, escalating issues to the Helpdesk Supervisor, Head of IT, or Head of Systems and Communication as needed. All support calls are to be dealt with on a priority basis and completed under the Helpdesk's SLA agreement, unless prior notice has been given by the Helpdesk Supervisor, Head of IT, or Head of Systems and Communication.

The Helpdesk Analysts would be responsible for the installation, maintenance, and support of all ICT and telephone equipment on a daily basis or as and when required. The Helpdesk Analysts would set up and configure the ICT requirements for productions and where necessary provide support during productions. The Helpdesk Analysts are required to work in the evenings, weekends, and school holidays with no overtime pay if there is an event that requires ICT support.

### Key Areas of Responsibility:

- Provide technical support for wired and wireless network users.
- Install new software and hardware.
- Maintain and support existing software and hardware.



- Replace printer consumables.
- Update Helpdesk knowledge base with technical resolutions.
- Maintain good documentations as required by Helpdesk Supervisor, Head of IT or Head of Systems and Communication.
- Provide basic ICT training to end users.
- Complete daily operational checks.
- Complete basic updates to school website and intranet.
- Escalate on-going issues to Helpdesk Supervisor, Head of IT or Head of Systems and Communication.
- Assist in the installation of temporary multimedia equipment.
- Update ICT Equipment Register with all new equipment.
- Help maintain the security of ICT equipment.
- Adhere to the ICT policies and best practice.
- Other duties assigned by the Helpdesk Supervisor, Head of IT or Head of Systems and Communication.

**Consults with:**

Head of Systems and Communication

Head of IT

Help Desk Supervisor

Other members of the JIS Network Services Help Desk

3<sup>rd</sup> Party Support



## PERSON SPECIFICATION FOR OPERATIONS AND ADMINISTRATION STAFF

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Diploma and above in related field</li> </ul>	<ul style="list-style-type: none"> <li>• Other professional qualifications</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Prior work experience in similar post</li> <li>• Proficient ICT user</li> <li>• Excellent administrative skills</li> <li>• Good attention to detail</li> <li>• Proficient in English</li> </ul>	<ul style="list-style-type: none"> <li>• Other work experience within an office/admin environment</li> <li>• Competence in Chinese and Malay languages</li> <li>• Understanding of safeguarding and child protection policies and practices</li> <li>• Valid driving licence</li> </ul>
<b>Professional Skills</b>	<ul style="list-style-type: none"> <li>• Well organised and work within deadlines</li> <li>• Good interpersonal and communication skills</li> <li>• Form and maintain excellent effective relationships with all in school</li> <li>• Ability to work independently and a good team player</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering presentations/ability to speak to groups</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to use initiative</li> <li>• Caring, positive, honest and open</li> <li>• Respect and awareness for confidentiality</li> <li>• Ambitious and willing to learn</li> <li>• Self-motivated and energetic</li> <li>• Dedicated and hard working</li> <li>• Citizen or Permanent Resident of Brunei Darussalam</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to maintain a professional manner under pressure</li> <li>• Proactive in self-development</li> </ul>