

## INFORMATION TECHNOLOGY (IT) TECHNICIAN (100%)

Whole School  
Job Description

### Our Mission

We are a community of learners determined to make the world – or our corner of it – a better, kinder place. We reflect our values in everything we do so that we make the most of opportunities and challenges in a spirit of enthusiastic inquiry

### Our Vision

We help every student turn learning into action, creating opportunities for students to stretch themselves further and achieve more than they believe possible.

### General Description

The IT Technician is part of the whole school Technology Team and reports directly to the Director of Technology. The IT Technician provides 1st, 2nd and on some occasions, 3rd level support on a wide range of educational technology equipment. The IT Technician will also be involved in educating users to ensure the proper use of devices used to support all teaching, learning, and administrative activities at ISZL. The position represents 100% FTE.

### Working with ISZL Students

- Provide technical support to students using educational technology equipment and systems

### Working with ISZL Colleagues

- Provide technical support to staff and faculty using educational technology equipment and systems
- 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

### Working with ISZL Parents and External Community

- Provide occasional technical support to parents using educational technology systems

### 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
- Monitor and respond to technology help requests submitted to the ticketing system
- Install and configure software on equipment and ensure software is kept up-to-date
- 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

### **Maintenance**

- Support established maintenance schedules for all educational technology equipment
- Create and delete accounts, groups and actively administer the use of ISZL's Google Workspace for Education environment
- Maintain and add data to Active Directory and Google Workspace 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 Technology from time to time
  - Such other duties as may be requested by the Director of Technology or assigned by the Director.
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### **Profile**

- 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, but not limited to:
  - Apple hardware and Mac OS and iOS
  - Chrome OS
  - Interactive whiteboards
  - Office 365 and/or Google Workspace productivity tools and management
  - Mobile Device Management (e.g. Jamf Pro, FileWave)
  - 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 diagnose and solve problems logically
- Ability to function effectively under pressure

- 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 judgement, 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 guiding statements
- Ability to maintain confidentiality

**Required and Preferred Qualification**

- 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
  - Swiss or EU citizen, or existing Swiss work permit holder
  - German language proficiency an advantage
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**Compensation**

Compensation for this position will be commensurate with the responsibilities of the position and is competitive globally.

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**Application Process**

- Submit one PDF with a letter of interest and CV via the application link found in the Employment section of ISZL's [website](#)
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**Key ISZL Reference Documents**

- [Guiding Statements](#)
  - [Learning Principles](#)
  - [Inclusion Policy](#)
  - Visit the Employment section of ISZL's [website](#) for more information
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**Child Protection**

ISZL is committed to the use of the International Task Force on Child Protection screening and assessment practices for schools for all hiring processes.