



IT SUPPORT SPECIALIST

Start date: Immediate Hire



<https://www.aas.ru/about-us/employment>

The Anglo-American School of Moscow only accepts resumes in English. Interviews and communications are conducted in English language. Fluent spoken and written English language (C1 or a C2 level) is a must.

TYPE OF JOB: Full time

ROLE LEVEL: Non-managerial

REPORTS TO: Helpdesk Supervisor

GENERAL DESCRIPTION

An IT Support Specialist is responsible for providing support and assistance with the corporate IT equipment, student and employee approved technology devices, and other tech tools and products. This includes, but is not limited to, troubleshooting, repair, setup, and maintenance of laptops, PCs, MACs, iPads, interactive displays, and audio and visual equipment. An IT Support Specialist provides first-line (tier 1) support for end users. S/he is responsible for support and maintenance of AAS Network infrastructure and is acting as the first line of support for network and systems users of AAS. An IT Support Specialist establishes professional relationships with students, staff, and other AAS Community end-users of devices. Communicates effectively with proficiency in English. Embraces the AAS Mission, Vision, and Core Values.

CORE DUTIES

- Provides first line of technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- Responsible for device inventory, setup, release and receipt, according to AAS established procedures
- Administers IT services, including printer server, mobile device management and Microsoft Deployment Toolkit
- Creates / deletes users, assigns and removes rights and roles for user groups and distribution lists, creates emails, creates personal and shared network resources
- Provides excellent customer service to all end users and community members
- Conducts daily maintenance, ensures devices are charged, and performs routine check-ups on a regular basis for devices in the inventory
- Assists helpdesk staff with device regular updates, equipment arrangement and setup according to established AAS procedures and timelines
- Records and information management: maintains accurate asset records in inventory systems according to established procedures for the purposes of documenting use and updates of devices. This process includes initial addition of new equipment as well as writing off of old equipment
- Shares knowledge, troubleshoots issues using best practices and established AAS protocols
- Troubleshoots system and network problems utilizing the appropriate tools and best practices
- Equipment installation and maintenance
- Winter & Summer break equipment arrangements and setup
- Supports the roll-out of new software applications
- Under the supervision of and in liaison with the supervisor, participates in the process of improvement of protocols and procedures related to core duties and device management, inventory, customer service improvements
- Provides training to the end users on new technologies, software and applications

REQUIRED QUALIFICATIONS

- Bachelor's degree in Computer Science or information technology
- Software and hardware troubleshooting experience
- Minimum 3 year current work experience in Information IT Support/Operations
- Software and Hardware troubleshooting experience
- Understanding of networking systems and infrastructures
- Speak, read and write in English and Russian fluently, according to the CREF standards, C1 or a C2 level, as determined by the external AAS testing provider
- Physically able to perform all duties, including lifting up to 25 kilograms, bending, stooping, may require climbing ladders
- Legally residing and able to work in Moscow, Russia
- Must be eligible to receive a security clearance certification (provided by AAS)

PREFERRED QUALIFICATIONS

- Basic programming skills
- Previous experience with 1C support

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of desktop and server operating systems (Windows® and Mac OSX)
- Advanced proficiency in Microsoft Office Suite applications
- Strong analytical, problem solving and time management skills
- Positive and friendly attitude, growth mindset and a passion for learning new technologies
- Knowledge of MS Active Directory Services
- Customer service oriented / good communication skills
- Strong attention to detail
- Demonstrated knowledge of current, relevant technology hardware and software
- Demonstrated customer service skills
- Ability to focus on both detail-oriented tasks, as well as understand and implement larger project-focused work
- Ability to be a collaborative and motivated team member, and contribute positively in a diverse, international, fast-paced environment
- Ability to work under pressure and meet deadlines. Overtime hours may be required and will be compensated accordingly
- Excellent oral and written communication skills
- Ability to work in a team and in an international environment

The above statements are intended to describe the general nature and level of work performed. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position.

