



The International School of Düsseldorf

is looking to recruit an

IT Systems & Support Technician (m/f/d)

From September 2024



The School

The International School of Düsseldorf (ISD) is a well-established, not-for-profit, progressive, K-12 IB World School (PYP, MYP, DP), in one of the most desirable locations in Europe. We are an international community of learners who work together to inspire our students to be confident, creative, compassionate, and critical thinkers. The school is accredited by both the Council of International Schools (CIS) and the New England Association of Schools and Colleges (NEASC) and celebrates 55 years of providing excellent educational practices for its entire community.

The school is governed by a 10-member board of trustees. Seven of the members are current ISD parents who are elected by the community and four members are appointed and three additional members including the Director, who are ex-officio. The board determines and supports the strategic direction of the school.



Vision

Our goal is to deliver an outstanding education that prepares our students to be successful and inspires them to make a difference; an education that will equip them with the skills and aptitudes to tackle the global challenges they will face.

We have focused our vision on how we can provide every ISD child with access to success and the support needed to meet their personal needs and interests and to “take them beyond where they think they can go”.

An exciting place to work and learn with others

We value creativity, willingness to challenge assumptions and research-led practice, so we offer international and local teachers outstanding opportunities to develop their professional knowledge and skills. The best professional development happens in the classroom, so we provide teachers with support to investigate new ideas and techniques, try them out, and to share their learning and experiences with colleagues. The school supports an annual personal professional development budget as well as additional financial support for IB programme training.





The Position

ISD is looking to recruit an **IT Systems & Support Technician** who is crucial for the smooth functioning of our IT systems. This vital role includes providing technical support, maintaining equipment, and implementing technology in our school.

Reporting to the Director of Teaching, Learning and Technology, the IT Systems & Support Technician will be key to enhancing the learning environment with technology. The tasks range from troubleshooting to promoting the use of ICT resources. Collaborating with the ISD community is integral, providing efficient technical assistance and supporting technology initiatives.

Professional experience and personal qualities:

The ideal candidate will possess the following attributes:

- Full working proficiency in German and English
- Knowledge of Google Workspace and Office 365, as well as Mac and Windows operating systems.
- Demonstrated ability to navigate and troubleshoot within key IT systems.
- Ability to diagnose and research solutions for common MacOS, iPadOS, and Windows issues.
- Strong interpersonal and communication skills.
- Self-starter with the ability to work independently.

Compensation Package

Salary and benefits for this post are competitive and will be commensurate with the responsibilities of this position.

The position includes an annual professional development allowance. The initial contract will be two years with an option to extend beyond the initial contract.



Application Procedure

The deadline for applications is **September 27, 2024**. **ISD reserves the right to make an appointment before the closing date.**

- A letter of application, no longer than two pages, explaining your strengths as a candidate
- A current CV/résumé
- A one-page list of referees with accurate and current contact details, including position, phone number and e-mail address. The last 10 years of employment are necessary including the current employer

Candidates should send their applications **in a single PDF attachment** to:
Marie Willis, HR Director, Niederrheinstrasse 336, 40489 Düsseldorf.
Email: application@isdedu.de

For more information about the International School of Dusseldorf, please see the school website: <http://www.isdedu.de>

The International School of Düsseldorf is fully committed to the safety and protection of children. ISD's Child Protection Policy and safeguarding guidelines apply to all faculty, staff, employees, volunteers, and students who represent the school and who interact with children or young people in both a direct and/or unsupervised capacity. We follow thorough recruitment and vetting practices requiring all potential employees to provide professional references and criminal background checks. In accordance with our Child Protection Policy, employee candidates will also be asked to provide official criminal background checks from Germany and in previous countries in which they have lived.



Job Description

IT Systems & Support Technician

Reports to: **Director of Teaching, Learning and Technology**

Position Summary:

The IT Support Technician plays a crucial role in ensuring the smooth operation of the school's information technology systems. The position holder is responsible for providing technical support, maintaining equipment, and promoting the effective use of technology within the school.

Key Responsibilities:

- To promote and support the use of ISD's ICT and associated resources and services.
- Advocate for and enable the appropriate and integrated use of technology throughout the school.

Key Duties:

- Provide timely and professional technical support for the ISD community, including responding to helpdesk service requests, maintaining an accurate task log, and resolving technical issues.
- Collaborate as a team member on technology initiatives, projects, and equipment maintenance.
- Maintain, support, and repair technical equipment, including desktops, laptops, printers, interactive displays, projectors, classroom A/V equipment, and peripherals.
- Install and deploy new equipment, perform hardware/software upgrades and installations, and contribute to the maintenance of an accurate inventory database.
- Research equipment, software, or other solutions and recommend improvements to enhance IT infrastructure.
- Maintain a commitment to continual self-improvement through regular professional development opportunities.
- Support all functions of the IT team as required, ensuring seamless collaboration and assistance across various IT-related tasks and projects.
- Collaborate with team members to ensure operational decisions and system management strategies are well-informed and encompass diverse expertise within the team.
- Any other duties allocated within the IT team, by the Director of Teaching, Learning and Technology or the school's Director.