



ST. JOSEPH'S INSTITUTION INTERNATIONAL

St Joseph's Institution International is a Catholic and Lasallian school that provides a quality international education to a diverse student body, rooted in the community of Singapore. We are seeking a dynamic, experienced, conscientious and proactive individual to join us as:

Support Specialist

The support specialist is a generalist role responsible for providing day-to-day, first-line support to school's laptops, PCs, printers, school audio visual and related peripherals. This support is essential to ensuring that the school ICT operations run smoothly so that the school has the best environment for supporting teaching and learning. Some of the more important tasks of the support specialist include:

1. Manning the helpdesk system to provide support to staff and students
2. Provisioning and de-provisioning of new staff and students into the school systems
3. Ensuring school ICT assets are in optimal working condition
4. Providing ICT support to school events

Responsibilities

- Working under the guidance of the Lead Support Specialist to provide an effective ICT support service for all staff and students
- Provisioning, maintaining and supporting laptops, mobile devices, audio visual and peripherals used for supporting teaching and learning within the school
- Providing day-to-day first level support to staff and students with regards to user accounts, email passwords, hardware and software issues, installs, etc
- Providing technical first-level support of classroom and office devices and peripherals such as AV, Basic troubleshooting of Wi-Fi issues, IP Phones, Printers
- Communicating to staff/users through a series of actions either face to face, over the telephone or remote support to help set up systems or resolve issues
- Checking the operation of the school systems and reporting any equipment in need of repair or upgrade to ensure the equipment are in good condition
- Liaising with the external contractor/or equipment suppliers in the event of technical issues which require specialist support/repair/replacement of devices and equipment
- Work continuously on a task until completion (or referral to third parties, if needed)

- Logging of all calls to the Helpdesk ticketing system via phone and email and ensuring all issues logged are seen through resolution
- Assisting with administering the on-boarding and off-boarding process for staff/teachers
- Assisting with administering the file and print infrastructure
- Assisting with administering and managing the telephone system
- Assisting and administering the school's devices inventory and decommissioning process
- Responding in a timely manner to service issues and requests. This may include attending school functions as appropriate to provide technical support
- Staying current with end user computing best practices
- Mastering the use of imaging and mobile device management products and solutions to provision school owned laptops and iPads
- Providing relevant user support and training
- Follow up on helpdesk queries, tickets, referring to colleagues as required
- Undertaking any other duties assigned by the Lead Support Specialist

Requirements:

Fresh IT Diploma graduate are welcome to apply

- Experience supporting Windows OS, iOS, Mac OS and ChromeBook.
- Experience with using the Jamf mobile device management (MDM) solution will be an advantage
- Basic knowledge in IT network to support school's requirements
- Basic knowledge in deploying endpoint protection on school devices will be an advantage
- Basic knowledge in troubleshooting IT hardware such as printers, PCs, laptops, projectors etc
- Basic knowledge in setting up multimedia and AV equipment will be an advantage
- Service-oriented individual with strong communication and interpersonal skills
- Ability to adapt to the working environment quickly and take it positively
- Good verbal and written communication skills are essential
- Team player that is able to work collaboratively and effectively

Qualifications

- Min Diploma in Information Technology
- CompTIA A+ Certification or equivalent
- Good references on request

Working hours: 7.45 am to 4.45 pm, Monday to Friday, plus occasional staff meetings and training. Some weekend or late-night duties are expected to support maintenance, installations or upgrades in non-business hours.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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