



KIS International School Reignwood Park

Job Description: Learning Technology Support Technician

Employment Arrangements:

- Full-time contract
- Working hours: 7:30-16:30 hrs, 5 working days a week
- Vacation as per administrative staff

Report to: Learning Technology Manager (LT Manager)

Position Overview

In collaboration with the Line Manager, the Learning Technology Support Technician plays a crucial role in providing basic troubleshooting support for IT operational, network, and systems issues. This position involves working at a helpdesk, assigning tickets, and being the first level of support for our organization. The IT Support Technician will collaborate closely with the IT team to ensure the efficient resolution of technical problems, contributing to the overall functionality and reliability of our IT infrastructure.

Academic & Professional Qualifications

- A degree in IT, Computer Science, or a related field.
- Previous experience in a helpdesk or technical support role.
- Familiarity with current network and computer systems, hardware, protocols, and standards.
- Strong knowledge of macOS operating systems, Apple hardware, and commonly used educational software is preferred.

Skills, Experience, & Attributes Sought

- Strong problem-solving skills and the ability to troubleshoot technical issues.
- Excellent communication skills, both written and verbal in Thai and English.
- Ability to work collaboratively in a team environment.
- Experience in ticketing systems and assigning tickets.
- Familiarity with basic IT operational procedures.

Duties and Responsibilities

Technical Support

- Provide first-level technical support for IT operational, network, and systems issues.
- Utilize the helpdesk system to accurately document and track support requests.
- Assign tickets and ensure timely resolution according to defined priorities.
- Collaborate with the IT team to escalate complex issues as needed.
- Provide event support, which includes after hours and weekend support as required.
- Diagnose and resolve hardware, peripherals, network and software issues.
- Assist users with basic IT-related inquiries and problems.

- Perform software installation and app deployment as required.
- Adhere to IT policies and procedures, including identifying and reporting potential security incidents, handling data securely, and following access control guidelines.

Helpdesk Operations

- Work at the helpdesk, addressing user queries and providing technical assistance.
- Maintain a professional and customer-oriented approach in all interactions.
- Monitor key performance indicators (KPIs) and service level agreements (SLAs), including resolution times and user satisfaction.
- Efficiently address and resolve all assigned support requests in a professional and timely manner, consistently meeting the department's SLA and providing exceptional customer service.
- Escalate support requests to IT administrators and management members that require advanced level support or authorization.

Collaboration and Teamwork

- Work collaboratively with members of the IT team to share knowledge, address challenges, and contribute to a cohesive and efficient support environment.
- Collaborate with other departments to understand their technology needs and provide assistance where necessary, fostering cross-departmental collaboration.
- Actively participate in IT departmental meetings and training sessions to stay informed about ongoing projects and contribute to team discussions.

Reporting

- Provide regular updates to the IT team on support activities and ticket resolutions.
- Collaborate with the IT team to identify trends and patterns in support requests.
- Report any observed security vulnerabilities or potential risks to the IT management promptly, contributing to proactive security measures.

Asset Management

- Assist IT management in the documentation, tagging, and tracking of IT assets
- Perform regular maintenance to ensure that IT assets are in good working order.
- Conduct periodic auditing of all IT assets and trolleys.
- Configure assets based on the department's standard operating procedures.
- Properly sanitize and dispose of all IT assets.

Personal Development

- Maintain an up-to-date IT certification according to the published IT Staff Certifications list.
- Stay abreast of the latest IT technology through workshops and training sessions.

Additional Responsibilities

- Perform additional duties and responsibilities as assigned.

KISRP International School is committed to creating a safe and supportive environment in which our students can feel secure in all of their experiences within the school community. All members of the community should at all times show respect and understanding for an individual's rights, safety, and welfare, and understand that all play a role in the safeguarding of our students, conducting themselves in a way that follows the law and reflects the ethos and values of the school.

KISRP uses the comprehensive international standards developed by the International Taskforce for Child Protection as this provides a framework for the implementation of safeguarding policies and procedures. Our school's child safeguarding policy and supporting policies and procedures are written in support of the United Nations Convention on the Rights of the Child and aim to follow procedures stated by the Thai Ministry of Education, Thai Employment Law, and the Thai Child Protection Policy.

Approved:

Reviewed: