POSITION: Technical Support Specialist
REPORTS TO: Technical Support and Multimedia Coordinator
CAMPUS: School Wide

PURPOSE

The Technical Support Specialist plays a crucial role in assisting users experiencing issues with software, hardware, or peripherals such as printers and scanners. Reporting to the Technical Support and Multimedia Coordinator, this specialist provides comprehensive support through various channels, including phone, online platforms, and in-person assistance at the IT Support Center. Additionally, the specialist is dispatched to various locations to address problems directly and offer on-site support, ensuring seamless user experiences and efficient problem resolution.

QUALIFICATIONS, EXPERIENCES & ATTRIBUTES

- Minimum a bachelor's degree holder in Computer Science.
- Strong organizational skills
- Demonstrated ability to communicate effectively in English and Indonesian, both speaking and writing.
- Ability to work collaboratively with members of the Information Services Department
- Excellent problem-solving skills
- Strong technical skills with a wide range of hardware and software in a cross-platform environment. Having a Mac OS and IOS platform background is preferred.
- Customer-service approach to working with end-users
- Clear commitment to Child Protection, safety, service learning, and environmental stewardship

DUTIES AND RESPONSIBILITIES

Technical Support & Issue Resolution

- Provide efficient and timely support to end-users, ensuring all technical issues are resolved effectively and escalating cases when necessary.
- Address user inquiries regarding software and hardware operations, offering clear and accurate guidance to resolve issues.
- Assess and verify system functionality by conducting observations and tests to identify and troubleshoot errors.
- Collaborate with IT staff and engineers to manage the distribution, updates, and patches of hardware and software systems.
- Partner with vendor-provided technical support teams to deliver exceptional customer service to end-users.

Help Desk Management & Documentation

- Proactively monitor and contribute to the Help Desk Ticket Management System, ensuring all issues are accurately logged, tracked, and resolved.
- Maintain thorough documentation of daily activities, including technical problems, corrective actions, and installation procedures.
- Develop, update, and effectively communicate standard procedures for common technical support tasks to enhance consistency and efficiency.
- Contribute to the Information Services Knowledge Base by ensuring comprehensive and up-to-date documentation of service-level agreements (SLAs) and problem-solving solutions.

Collaboration & Continuous Improvement

- Collaborate with the Technical Services and Multimedia Coordinator and the rest of the IT team to establish, refine, and communicate Service Level Agreements (SLAs).

- Work closely with IT staff to resolve complex technical issues, providing guidance and support as needed.
- Innovate and implement strategies to enhance problem resolution processes, continuously improving help desk efficiency and effectiveness.
- Recommend and develop improvements to help desk operations, including creating checklists, refining procedures, enhancing policies, conducting training, and strengthening security protocols.

Service Orientation
- Foster a service-oriented and data-driven culture within the IT Department, ensuring high standards of customer satisfaction.

Ongoing Professional Growth
- Reflect upon professional practice and engage in learning opportunities.
- Set goals for professional development and take advantage of professional development opportunities.

Other
- Embrace the JIS Learning Dispositions of Resilience, Resourcefulness, Relating, and Reflectiveness
- Performing other related duties and assuming other responsibilities as assigned by the Head of IT and Technical Support and Multimedia Coordinator.

TO APPLY
Interested candidates should apply directly by email to recruitment@jisedu.or.id.

Please submit the following materials as separate PDF attachments in one email:
- Cover letter expressing interest in the position
- Current resume
- List of three to five professional references with name, phone number, and email address (references will not be contacted without the candidate's permission)

Safe Recruitment Statement

At Jakarta Intercultural School (JIS), we are committed to ensuring the safety and well-being of all our students. As part of this commitment, we have implemented rigorous recruitment policies and procedures designed to safeguard our students and uphold the highest standards of child protection.

Our recruitment process includes:
- Thorough verification of the identity and qualifications of all candidates.
- Obtaining and corroborating professional and character references.
- Performing comprehensive background checks in all countries of residence.
- Conducting a multi-stage interview process, including scenario-based questions to evaluate how candidates handle situations related to student safety and well-being.

Child Safeguarding Policy

JIS has a robust Child Safeguarding policy that seeks to protect our students, their families, and the entire JIS community. This policy ensures that all students have the right to protection and access to confidential support systems. As part of this policy, all community members with access to students must undergo annual child safeguarding training to stay informed and vigilant in protecting our students.

By maintaining these stringent recruitment practices, JIS ensures that our educational environment remains safe, nurturing, and conducive to the well-being and development of every student.