

KEY AREAS OF RESPONSIBILITY:

Key Responsibilities:

- First point of contact for student and staff helpdesk queries including triage to escalation.
- Face to face, phone, and remote assistance for staff, student, and MAG family community; supporting our School management systems, devices, software, and classroom equipment.
- Assist with Test and Tag responsibilities.
- Assist with AV for School events, including after hours to assist with the technical equipment.
- Assist with procedure documentation and knowledge base information.
- Assist the Systems administrator in patch management.
- Assist with staff and student helpdesk requests.
- Assist with printer maintenance tasks and troubleshooting.
- Undertake other duties within capability and capacity relating to administrative tasks of the School as needed.
- Other Duties as required by the IT Manager.

KEY SELECTION SKILLS:

- Effective Communication:** Strong skills in delivering face-to-face, phone, and remote assistance to a diverse community, including staff, students, and families, with a focus on customer service and clarity.
- Documentation Management:** Experience in documenting procedures to maintain an up-to-date procedure environment.
- Event and AV Support:** Capability to assist with audio-visual setups and technical support for events, including availability for after-hours responsibilities as required.
- Technical Support Proficiency:** Demonstrated ability to provide first-point-of-contact support, including triage, troubleshooting, and escalation of technical issues across devices, software, and classroom equipment.
- Teamwork and Adaptability:** Proven ability to support a team with tasks or projects.

HIGHLY REGARDED:

- Experience in providing support in a professional environment.
- Critical thinking skills to troubleshoot hardware, software, and shoot hardware, software, and network issues.

