

North London Collegiate School Dubai seeks an enthusiastic and experienced **Network Engineer**. This position will provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. This person will respond to queries either in person or over the phone. This role includes reviewing and reporting on daily performance of computer systems.

The successful candidate will have an international outlook and an appreciation for the impact the information technology department can have in the School and on the staff at the School. This person will be quick to learn about the organization and begin to interact with various stakeholders to perform the role immediately. The post holder will have a proven ability to perform his/her own duties and support others in performing their duties; he/she will be expected to have the following capabilities in terms of personal qualities, professional experience and skills:

Professional Qualifications

- Bachelor Degree in IT or related field
- Professional certification in Networking – CCNP Routing and Switching

Professional Experience

- Experience in the Education sector in an IT helpdesk role
- Experience with some or all of the following:
 - Routers, Switches, Firewall, Wireless Controller, Radius Server etc...
 - Telephone System
 - Classroom Technology & IT Suite
 - Video conferencing solutions.
 - Storage Backup Archive Solutions
 - Security Solutions
 - PC, Laptop, iPad, iMac etc...
 - Client Operating Systems, Microsoft Office 365 and Internet e-mail (POP, SMTP, etc.)
 - Microsoft Server Systems
 - Library Management Solution
 - Printing Solution, Digital Signage, Antivirus etc...

Personal Qualities and Skills

- Excellent communication skills, including the ability to effectively communicate requests and instructions to individuals and groups
- Commitment to, and enthusiasm for, service and delivery to all stakeholders
- Flexibility and adaptability to manage changing work requirements and varying volumes of work
- Ability to work co-operatively and effectively within the team and the organisation
- Ability to manage multiple tasks simultaneously, solve problems, manage and meet deadlines and maintain a high quality of work
- Possess a personal presentation that reflects a professional image and the values of the organisation
- High level interpersonal skills
- Confident and articulate in communicating with others
- Possess good organisational skills, manage time efficiently
- Ability to show good cultural understanding

Responsibilities of the Post

- Provide the first point of response for the network issues throughout the School.
- First line diagnosis of computer hardware and software problems.
- Supervision of Computer Suite as needed, providing support during lesson times by prior arrangement with the Teaching Staff.
- Conducting routine hardware maintenance tasks, including regular inspections of all monitors, printers, scanners and other peripheral devices throughout the School.
- The rebuilding and testing of network stations as required.
- Assisting with database maintenance for the IT department as requested by the IT Manager.
- Implementing and hardware upgrade strategies, backup requirements and general computer maintenance requested by the IT Manager.
- Repairing, where possible, any faulty hardware or arranging for dispatch to external repair sources and ensuring adequate stock of consumables.
- Managing the School computers, laptops, iMacs and iPads (including cataloguing, maintaining, adding apps and setting up).
- Carrying out SchoolBase workstation setups as requested by the IT Manager.
- Assisting with the delivery of staff training on staff inset days and at other times as and when requested by the IT Manager or Head of ICT.
- Attendance at weekly Departmental Meetings and IT Support Staff Meetings. The recording of minutes when requested by the IT Manager.

- Act in accordance with relevant legislation in the UAE and Dubai, as well as UK guidelines, particularly with regards to educational provision, health and safety initiatives and child safeguarding and ensure that all students and staff maintain these standards

As with all posts, the Principal will reserve the right to vary the precise responsibilities should needs change and opportunities arise.

Application Process

Please email an application form, which can be found on our website, with a cover letter to recruitment@nlcsdubai.ae. We do apologise in advance that we may not be able to reply to all applications.

Applications will be accepted until 17th May 2018 with interviews for shortlisted candidates to start immediately. The anticipated start date is late August/early September 2018.