

<b>LOCATION</b>	International College Spain
<b>JOB TITLE</b>	<b>IT SUPPORT SPECIALIST</b>
<b>JOB PURPOSE</b>	The position is responsible for the good functioning and problem solving of IT within the School. The job holder will ensure IT service provision meets the immediate and long term demands of the business.
<b>REPORTING TO</b>	IT Manager
<b>DIRECT REPORTS</b>	N/A
<b>OTHER KEY RELATIONSHIPS</b>	Principal, School SLT, Regional IT
<b>PACKAGE</b>	Competitive

### KEY RESULT AREA

**This position includes, but is not limited to, the following essential functions:**

**IT Support & Troubleshooting:**

- Provide advanced technical support for computers, servers, printers, mobile devices, and software applications.
- Diagnose and resolve complex technical issues, escalating to external vendors when necessary.
- Assist in managing and supporting Learning Management Systems (LMS), Student Information Systems (SIS), and administrative applications.
- Support end-users with Microsoft 365, and other cloud-based platforms.

**Network & System Maintenance:**

- Ensure the reliability and security of the school's IT infrastructure, including Wi-Fi, LAN, VPN, and cloud services.
- Perform routine system updates, data backups, and security monitoring.
- Manage user accounts, permissions, and access control across various school platforms.

**Audiovisual (AV) Support:**

- Install, configure, and maintain AV equipment, including projectors, smartboards, microphones, speakers, video conferencing systems, and digital signage.
- Provide technical support for school assemblies, performances, online events, and classroom AV setups.

- Troubleshoot and repair AV issues, ensuring high-quality sound and visual output for school activities.

**Cybersecurity & Data Protection:**

- Implement best practices for IT security and ensure compliance with data protection policies.
- Monitor for potential cybersecurity threats and take preventive action when necessary.

**Asset & Inventory Management:**

- Maintain an accurate inventory of IT and AV equipment, software licenses, and warranties.
- Assist with purchasing and upgrading IT and AV resources as required.

**User Training & Documentation:**

- Provide training sessions and guidance to teachers and staff on using IT and AV tools effectively.
- Develop user manuals, FAQs, and troubleshooting guides to improve IT literacy within the school.
- Ensures that ICT Policies specific to school and Group are implemented and compliance in place.

**Any other appropriate duties as allocated by IT Manager or Principal**

**PERSON SPECIFICATIONS**

**Qualifications/Skills**

- Vocational Training or Bachelor's degree in IT, Computer Science, or a related field (or equivalent experience).
- Proficiency in managing and troubleshooting AV systems such as interactive displays, sound systems, and video conferencing tools (Zoom, Teams, etc.).
- Strong problem-solving, communication, and interpersonal skills.

Essential

**Experience / Knowledge**

- Strong knowledge of Windows, macOS, and Microsoft 365 administration, SharePoint, Web technologies, Email (Exchange), Microsoft PowerBI
- Mac & PC Desktop support
- Hands-on experience with networking, firewalls, Wi-Fi management, and server maintenance.
- Familiarity with mobile device management (MDM) and cloud-based solutions.

Essential

<ul style="list-style-type: none"> <li>▪ Experience in an educational setting or international school.</li> <li>▪ Knowledge of Learning Management Systems (LMS) and Student Information Systems (SIS).</li> <li>▪ Certifications such as ITIL or others are an advantage.</li> </ul>	<p>Advantage</p>
<b>Personal Attributes</b>	
<ul style="list-style-type: none"> <li>• High levels of personal integrity.</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Excellent organisational and time-management skills</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Attention to detail</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Ability to work under pressure and remain calm</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Willingness to take on multiple tasks</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Proactive and able to prompt others to ensure deadlines are achieved</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Self-motivated and enthusiastic</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Ability to work independently</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Continually strive for improvement</li> </ul>	<p>Essential</p>
<ul style="list-style-type: none"> <li>• Adaptability</li> </ul>	<p>Essential</p>
<b>OTHER CONDITIONS</b>	
<ul style="list-style-type: none"> <li>• Promote and adhere to the Company Vision and Values.</li> <li>• All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organization.</li> <li>• Each individual must ensure that they meet their statutory responsibilities and Company policies with regard to Health and Safety, Equal Opportunities and other relevant legislation.</li> <li>• Hold a current Enhanced Criminal Records Bureau Disclosure or equivalent for Spain &amp; other countries where you may have lived in the past 10 years.</li> </ul>	