

IT Support Engineer

About the Position

This is an exciting opportunity to work within the IT function in one of the top rated schools in the world. The holder of this position will be reporting to the Head of IT, maintaining the school's digital assets, ensuring that they are in their optimal form for usage by school staff, and providing the needed support.

Job Purpose:

The IT Support Engineer is primarily responsible for providing all the needed support, answering questions, troubleshooting issues, and providing solutions for issues raised by end users to make sure they are properly using their IT assets. In addition to performing all the proactive maintenance procedures required to ensure that IT assets serve their full expected lifetime. All of that while monitoring the approved service level agreements (SLAs) for registering and tracking the issues raised.

Main Responsibilities:

- Active Directory administration of user accounts
- Support the different collaboration and document sharing tools available in the school
- Setup and activate multi-factor authentication for services accessed by staff members
- Administer mobile device management (MDM) platforms for Windows and Apple devices
- Install and administer end-point security / anti-virus solutions
- Provide assistance for issues in-classroom and/or online to staff members
- Understand and configure print management solutions by giving access to staff members to the required printers, and ability to extract reports on users' usage
- Understand and troubleshoot issues with Access-Control and CCTV systems, and raise issues/tickets with support vendors when required
- Full understanding of laptop/PC hardware components, and ability to troubleshoot issues and recommend solutions
- Coordinate with the Network Manager for any connectivity issues to Wi-Fi/internet within the campus, and recommend solutions
- Deploy operating system images
- Provide L1 support for devices used in classrooms (e.g., smart monitors, projectors, Apple TVs) and escalate issues to vendors when needed
- Make sure that all issues are raised within the Helpdesk system, and that issues are updated in timely manner by following the approved SLAs

Skills & Expertise:

- Knowledge of the different services within Office 365 suite (Word, Excel, PowerPoint, OneDrive, SharePoint, Teams, Forms, etc.)

- Experience in Xerox or Canon print management solutions
- Knowledge in (mobile device management) MDM solutions e.g., JAMF
- Experience in administering Windows, MacOS, iOS operating systems
- Knowledge in School Learning Management systems e.g., Seesaw or Showbie is a plus

Qualifications & Requirements:

- Required - Degree/Diploma/Other qualification in IT, Computer Science, or related field
- 3+ years of experience in an IT support role, preferably in a school or an education institute.
- Proactive team member who can work with accuracy under pressure and deliver exceptional service levels to users and leadership team across the school.

The Repton Family of Schools is totally committed to safeguarding the welfare of children and young people and expects the same from its employees. All new staff will be subject to detailed and enhanced pre-employment clearance, including identity checks, criminal background checks for all countries lived in, qualification checks, employment checks to include an exploration of any gaps in employment, and satisfactory reference checks for all employment in the last 5 years

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