

IT Helpdesk Technician

Role Description

Purpose of the role:

The IT Helpdesk Technician acts as the first point of contact for all teachers, employees and where relevant students, when encountering an IT or technical infrastructure related problem. He/she is responsible for the effective operation of all IT devices and technical infrastructure in the Cambridge International School and all four locations of the Funiversity Kindergartens.

Duties and responsibilities:

- Provide an efficient, professional and friendly IT technical support and assistance for the School and Kindergartens, ensuring consistency of approach and high-quality customer focused service
- Serving as the first point of contact for all users seeking technical assistance
- Responding to requests for technical support related to computer systems, software, and hardware, and LAN performance
- Installing, configuration, testing and maintaining end-user workstations and related hardware and software
- Solving IT equipment complaints with suppliers
- Determining the best solution based on the issue and details provided by customers
- Providing orientation for new employees on IT technology and services used by the School and Kindergartens
- Creating new user accounts, both for employees and students
- Recording occurrences, problems and their resolution in logs for subsequent analysis
- Identify and suggest possible improvements on internal processes and procedures
- Participating on internal projects, implementation of new IT tools and applications

Requirements:

- Previous experience with IT Helpdesk operation is inevitable
- Experience within a school or related sector is highly desirable, but not essential
- Good understanding of computer systems, mobile devices and other technology and relevant products
- Strong communication skills, both in English and Slovak language
- Customer service orientation and attention to detail
- A team player who is willing to take initiative, share knowledge and assistance as well as being open to learning and applying new skills/knowledge
- Works well under pressure and is able to handle multiple tasks effectively
- High level of accountability and reliability