



# INTERNATIONAL SCHOOL SUVA

*World Class Citizens ~ Life Long Learners*

## IT Technician

**Position:** IT Technician

**Reporting to:** IT Manager

### **Key roles and responsibilities:**

- Support, document, monitor, and administer the IT Help Desk.
- Install, maintain, monitor and troubleshoot IT, CCTV, phone, and intercom systems.
- Test new hardware and software before full-scale installation
- Maintain and update technical documentation regularly including the asset register
- Organize and schedule hardware, software and security upgrades and maintenance without disruption to users.
- Set up equipment and login for new users
- Maintain records and logs of repairs and fixes and maintenance schedule
- Assist with maintenance of school website content management system and social media accounts.
- Assist with the design, implementation, and ongoing support of new applications and features
- Organize live streaming of school events and editing and upload of photos and videos of events online for the school community.
- Provide tier 1-2 level technical support and training for users.
- Identify computer or network equipment and parts shortages and assist with maintenance inventory to ensure spares and consumables are available at all times.
- Work with staff to coordinate routine hardware, software and refresh of technology.
- Oversee security and privacy of users, networks and computer systems
- Perform data backup and recovery as per the backup policy.
- Perform other duties and responsibilities as assigned.

### **Qualifications and skill sets:**

- Applicants must have at least a Diploma in Information Technology or relevant discipline and 2 years of experience.
- Must have excellent communication skills - both written and verbal.
- Preference will be given to candidates who work in a similar environment or have completed vendor-neutral certifications.