



## Vienna International School Job Description

**Job Title:** IT Technician

**Responsible to:** IT Support Team Leader

**Admin Salary Scale:** E

**% of Employment:** 100% - 38,5 hours / week

**Job Summary:** The IT Technician is to provide technical support to staff and students.

Personnel Specification	Essential	Desirable
<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>- Higher vocational-technical school (HTL) or University degree in a technology related field</li> <li>- Fluency in English</li> </ul>	<ul style="list-style-type: none"> <li>- Mac/ PC certifications</li> <li>- MDM certifications or other IT related field</li> <li>- Able to communicate in German</li> </ul>
<b>Professional Experience</b>	<ul style="list-style-type: none"> <li>- At least two years' experience providing IT technical support</li> <li>- Experience supporting both Microsoft and Apple operating systems in depth</li> <li>- User management experience</li> <li>- Customer service</li> </ul>	<ul style="list-style-type: none"> <li>- Experience with IT in schools</li> <li>- Experience on using a MDM system</li> </ul>
<b>Professional Understanding and Knowledge</b>	<ul style="list-style-type: none"> <li>- Cross-platform technical user support skills and understanding</li> <li>- In depth technical troubleshooting skills</li> </ul>	<ul style="list-style-type: none"> <li>- Scripting knowledge of advantage</li> <li>- Understanding of ITIL</li> </ul>
<b>Professional Competencies</b>	<ul style="list-style-type: none"> <li>- A high level of interpersonal skills enabling effective team membership</li> <li>- Good organisational and work flow skills</li> <li>- Flexibility and a demonstrated willingness to engage in self-directed learning and (re) training to meet the needs of a changing and dynamic working environment</li> <li>- High level of self-organisation</li> <li>- Interested and committed to providing quality support</li> <li>- Strong communication and positive interaction skills required in an international environment</li> <li>- Team work</li> </ul>	<ul style="list-style-type: none"> <li>- The ability to demonstrate the use of ICT effectively in a learning environment</li> </ul>
<b>Beliefs and Values</b>	<ul style="list-style-type: none"> <li>- A strong commitment to the beliefs and values of the three IB programmes</li> <li>- A strong commitment to the belief that all children can be successful</li> <li>- A willingness to support and promote intercultural understanding and international mindedness</li> <li>- A willingness to actively promote Diversity, Equity, Inclusion and Justice</li> <li>- A commitment to harness learning and teaching technologies in order to support inquiring, inspired and involved lifelong 21st century learners</li> </ul>	



## KEY RESPONSIBILITY AREAS

### Supporting Learning Activities

The IT Technician is expected to:

- Provide technical support in the installation, configuration, maintenance, repair and care of hardware and software used in both education and administration areas
- Provide support to students, staff, parents and guest speakers as a first tier of service for school-related IT requirements.
- Performs basic wired/ wireless network troubleshooting.
- Create documentation of relevant technical functions and procedures.
- Respond to and resolve tickets via the schools IT ticketing system.
- Diagnoses hardware/ software problems and take appropriate action to resolve them, liaising with the vendor/ support partner if necessary and escalating relevant issues to the supervisor.
- Provision devices using the schools MDM system.
- Investigate, research and test new software and hardware for possible use within the school.
- Provide guidance, advice and ad-hoc training to staff regarding the use of computer software and hardware as well as new technologies and best practice in the use of IT
- Maintain the hardware inventory.
- Ensure that the IT tech room is kept in order.
- Process IT equipment for external repairs.
- Support in managing educational software licences (e.g. Adobe, Music, Math, IB question banks, VPP account)
- Liaise with the maintenance team for issues that require their assistance.
- Maintain the MF printers around the school and escalate eventual malfunctions to the support partners if necessary.
- Assure stock of consumables such as chargers, cables, dongles.

### Supporting the IT Department

The IT Technician is expected to:

- Provide information to staff regarding support, best practices regarding IT tools and systems used at the Vienna International School.
- Provide and help ensure policies and procedures regarding use of IT are being adhered to.
- Report any network issues or anomalies to the IT infrastructure team.
- Assist the Information systems department with end-user support and report/escalate issues if needed.
- Provide recommendations for creating and testing of Images deployed by the IT department to ensure the educational expectations are met and provide guidance and initiate documentation and advocate for good practice within the department.



## **General**

The IT technician is expected to:

- Support community related activities in the promotion of the 'life of the school'.
- Provide support for other activities as deemed appropriate by the Director within the scope of responsibilities as an IT Technician.
- Any other duties that may, from time to time, reasonably be required within the general level of responsibility of the post.

## **Review**

This Job Description will be reviewed as part of the School's Appraisal Process. It may also be reviewed by mutual agreement outside such a cycle at the request of either the Director or the post holder.

## **Framework**

To support the post holder in the fulfilment of the terms of this Job Description, Vienna International School undertakes to provide, within the limitations of available resources:

- An appropriate induction programme
- Ongoing Professional Development opportunities, linked to the Strategic Plan and agreed school objectives and personal goals
- Personal and professional support as appropriate
- Equality of opportunity in personal development