JOB DESCRIPTION: TECHNOLOGY SUPPORT TECHNICIAN

CAMPUS: Johannesburg Campus
DIRECT SUPERVISOR: Director of Technology
EFFECTIVE START DATE: 1 August 2016

POSITION OVERVIEW
Working closely with the Director of Technology, the IT department, and the Communications department, the Technology Support Technician plays a vital role in supporting the learning goals of the school. They work closely with Staff and Students on a daily basis helping to manage access to various learning and content management systems. The Technology Support Technician is a key member of the team ensuring that our extensive individualized learning program runs smoothly, this includes the management of large numbers of laptops.

QUALIFICATIONS
• Matric Certificate
• A+/N+
• MCSE is advantageous

PREFERRED SKILLS AND EXPERIENCE
• Minimum of three years in an IT support/technician role
• Experience with Microsoft Windows, Microsoft Exchange, Active Directory is an advantage
• Hardware and software troubleshooting prowess. Ability to critically analyze a symptom, diagnose a fault, plan and take appropriate action on equipment including PCs, printers, multifunction copiers, sound boards, lighting equipment and networking etc.
• Knowledge of hardware components and hardware troubleshooting procedures
• Knowledge of Microsoft desktop operating systems and desktop software
• Microsoft Active Directory skills including creating, deleting and modifying user accounts, setting up e-mail, home and directories
• Networking knowledge including being familiar with the TCP/IP v4 and v6 protocol, DHCP, DNS, SNMP, SMTP, FTP, HTTP, HTTPS, ICMP as well as the ability to crimp CAT5e and install wall boxes
• Ability to effectively operate theatre equipment such as sound boards, lighting equipment and public address systems
• Ability to seek solutions to problems using one’s own resources
• Excellent verbal and written communication.
ATTRIBUTES:
• Friendly and personable demeanour
• Self-starter and self-motivator
• Take ownership and responsibility
• Possess the drive to learn and is adaptable to change/new technologies
• Critically and technically minded
• Punctual
• Ability to work under pressure
• Willing to work overtime when and if needed
• Ability to communicate effectively with others both verbally and in writing
• Positive attitude, eager to take responsibility for work and shows initiative
• Ability to participate in and establish collaborative working relationships
• A keen eye for detail
• “First time fix” attitude
• Must have own transport

GENERAL RESPONSIBILITIES
• Execute duties, end user desktop and printer support in accordance with ITIL/COBIT guidelines
• Provide after-hours support for activities in and out of school grounds
• Log calls with external providers where and when necessary
• Performs troubleshooting and minor repairs to PCs
• Computer assembly
• Provide technical support to the Fine Arts Centre when necessary which includes but not limited to sound mixer, stage lighting, projectors, media switchers, etc.
• Relocation of technology equipment where and when necessary including but not limited to Televisions, VCR/DVD players, PA systems, etc.
• Create and manage accounts on Active Directory
• Effectively manage support calls by providing continual feedback, timeous resolution and follow-up calls subsequent to closure
• Perform periodic preventative maintenance identified by the Technology Manager
• Make recommendations to the Technology Manager for improving processes
• Other tasks as identified by the Technology Manager

Working Hours: 7.00 a.m. to 4.00 p.m. Monday, Tuesday, Wednesday, Thursday, Friday. Occasional weekend or evening work for presentations etc. will be required

Contact: For more information contact Mr. Fred Biggar, Director of Technology, recruitment@aisj-jhb.com