



## St. Joseph's Institution International School

### JOB DESCRIPTION

**Position Title:** IT Technician/Executive

**Department:** Central Administration

**Report to:** IT Manager/Bursar

#### **Job Summary**

We are seeking a proactive and motivated IT Technician/Executive to support the school's daily IT operations and digital systems. The ideal candidate should possess strong technical support skills, good communication abilities, and knowledge in educational technologies and office productivity tools. This role involves providing Level 1 and Level 2 technical support, managing IT-related systems, assisting users, and supporting school digital initiatives.

#### **Key Responsibilities**

- Provide Level 1 and Level 2 technical support for staff, students, and school systems.
- Troubleshoot hardware, software, printer, and network-related issues.
- Support and maintain school IT infrastructure including desktops, laptops, projectors, WiFi, switches, and network devices.
- Assist in managing and supporting Google Workspace services (Gmail, Drive, Meet, Classroom, Admin Console, etc.).
- Support and maintain school management systems such as iSAMS.
- Perform website content updates and editing using WordPress or other CMS platforms.
- Assist with data entry, report generation, and basic data analysis tasks.
- Prepare presentations, reports, and documentation using Microsoft Office applications (Word, Excel, PowerPoint).
- Support user account creation, password resets, and system access management.
- Coordinate with vendors and external support providers when necessary.
- Ensure IT assets and inventory records are updated and maintained.
- Assist in implementing IT policies, cybersecurity awareness, and best practices.
- Provide support during school events, examinations, meetings, and online learning activities.
- Maintain proper documentation for IT procedures, incidents, and resolutions.
- Perform other IT-related duties assigned by the IT Manager or School Management.



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#### **Requirements**

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Diploma in Information Technology, Computer Science, or a related field, with relevant hands-on experience.
- Fresh graduates with strong enthusiasm for learning and developing technical skills are strongly encouraged to apply.
- Basic knowledge in:
  - Technical support and troubleshooting
  - Network support and maintenance
  - Google Workspace administration and support
  - Microsoft Office applications (Excel, Word, PowerPoint)
  - WordPress or website content management
  - Data entry and basic data analysis
  - iSAMS or other school management systems (added advantage)
- Good communication and interpersonal skills.
- Able to work independently and as part of a team.
- Strong problem-solving and time management skills.
- Willing to learn and adapt to new technologies and systems.
- Prior working experience in a school environment will be an added advantage.

#### **Preferred Skills**

- Knowledge in LAN/WAN, Wi-Fi, and basic firewall/network troubleshooting.
- Experience supporting audio visual equipment and classroom technologies.
- Familiarity with Windows and macOS environments.
- Basic understanding of cybersecurity and backup procedures.