

KIS JOB DESCRIPTION: Learning Technology System Support

“Inspiring Individual”

“To be an innovative and caring community that provides all of our students with the Knowledge, Inspiration and Spirit to be proud of themselves and their place in the world.”

KIS has developed a Mission Statement and core values that commits the school and community to the search for excellence. We believe through the choice of the IB (International Baccalaureate) programmes, CIS accreditation and the development of an effective organizational structure that we provide the tools for attaining our goals. The role of learning technology is seen as the tools and systems to support the school Curriculum, Teaching and Assessing for Learning and Operational System across the programmes and throughout the school. As such the Learning Technology System Support is responsible for the following tasks:

DUTIES AND RESPONSIBILITIES:

- Assist end-users by providing friendly support at the Helpdesk when assigned
- Assign tickets and follow up on event support with other technicians when stationed at the IT Helpdesk
- Ensure compliance in all standard operating procedures established by the department such as documenting all tickets before undertaking any actions
- Document all actions, email correspondence, and resolutions through the helpdesk system and ensure compliance with department Service Level Agreement (SLA)
- Perform learning technology support and troubleshooting on workstation Laptops and Desktops, including computer input/output devices, i.e. mouse, keyboard, printers, interactive whiteboards, speakers, scanners, etc.
- Installation of Operating System (OS) and software on multiple computer platforms
- Perform First (1st) level support to all system/hardware issues when requested
- Maintain and support all school software and mobile apps.
- Attend and support Google product-related issues including Gmail & Chrome
- Standby for the assemblies or special request events
- Perform hardware and software installation upon request
- IT asset management inventory, asset tagging, and routine auditing
- Ensure all asset movement is properly recorded through school-approved systems
- Identify and label all disposal items and make sure it is being kept in the designated area while pending for disposal upon agreed by management
- Perform sanitization on all disposal assets
- Report and claim the warranty if the faulty item is still within the warranty period
- Perform inventory check on consumable items and notify the line manager when low
- Maintain school’s trolleys / mobile carts containing inventory

- Perform basic network troubleshooting when users have problems connecting to network resources before escalating to the network or system administrator.
- Perform any other additional task assigned by the management team.

Communication

- Read, write, and speak fluently in English to provide customer support to the school's expat community.
- Ensure open and regular communication with the learning technology staff, both in the form of verbal and written reports, on problems found, progress and suggestions for improvement.
- Ensure communication is performed in a professional and courteous manner
- Attend team meetings and committee meetings as required
- Assist the learning technology leadership in communicating and dealing with the external suppliers / contractors as assigned.
- Participate in links between other International schools and organizations such as the International School Technology Exchange Committee (ISTEC).

Professional Development

- Promote best practice at all times within the school
- Being familiar with the KIS School Vision, Mission Statement and core values
- Having a workable knowledge of KIS policy, procedure and handbooks
- Ensure familiarity with policies, job descriptions and handbooks relevant to position
- Participate in the Staff professional goals programme and professional portfolio development; meet with supervisor annually to discuss progress
- Obtain and maintain an up-to-date technology certification in an area related to this job description.

Documentation

- Provide reports to the learning technology leadership as requested
- Maintain and update the school's technology asset list
- Ensure all support requests are documented in the helpdesk ticketing system
- Document and complete other assignments assigned by the technology leadership