H·I·S
HARARE INTERNATIONAL SCHOOL

"A Boldly Diverse Learning Community that
Inspires Curiosity,
Embraces Challenge,
Nurtures Personal Growth"

ICT SUPPORT TECHNICIAN

Harare International School seeks to employ suitably qualified and experienced staff to join our forward looking and dynamic team.

Application Procedure:
All candidates are required to have the relevant experience and qualifications. Candidates are invited to visit the school's website to learn more about Harare International School. Applications that include an HIS Application Form available on the website, CV, covering letter, and the details of 3 referees, should be sent to recruitment@his.ac.zw **referencing the position being applied for in the subject line** Deadline for applications 30th September 2021.

Main Purpose
To provide technical support to school-related events, the staff, teachers, administrative and students of Harare International School and the HIS technical devices. This is to ensure that there is access to, and use of, the required technical devices, software and equipment.

1 - Key Performance AREA (Objective): Weight: 40 %		
ICT HELPDESK COORDINATOR		
Key Performance INDICATORS		**Key Performance TARGETS**
1	**Acts as the first point of contact to begin the resolution process related to information technology products owned and managed by Harare International School.**	This job operates in compliance with HIS helpdesk service level agreements (SLA)
1.1	Manages the HIS IT help desk system,is the first point of contact and initial responder to all incoming tickets;	Responds to all tickets within 24 hours
1.2	Assigns, or redirects, helpdesk tickets to the appropriate team member, or department, in the event that the IT Technician cannot resolve the ticket themselves;	
1.3	Logs all requests that have not come via the helpdesk system (eg. in person help requests at the IT Support Office) to the HIS helpdesk system	
2	**HIS IT Asset Management**	

2.1	Configures and prepares all HIS owned student, teacher, staff and administrative laptops, tablets and desktops for use and connection to the network; including labeling of devices	
2.2	Installs, updates and manages the software on users computer equipment	
2.3	Guides the HIS community, where necessary, regarding the correct care and protection of HIS technology equipment.	
2.4	Performs repairs, within current abilities, on computer hardware equipment, laptops, desktops and devices;	
2.5	Where needed, logs and sends devices to external companies for repair when specialist repair is required;	
2.6	Inputs and updates all ICT equipment movements, allocations, condition and stock inventory; ensures that all assets are correctly labelled	
2.7	Monitors consumable stock levels and initiates ordering process for new stock to ensure adequate stock on hand	
2.8	Develops, reviews and implements a maintenance and upgrade schedule for all HIS technical equipment	
2.9	Assists, where necessary, with searches for lost or stolen HIS devices using network monitoring software and tools in liaison with the security personnel and the ICT Director;	
3	**Ordering of IT equipment**	
3.1	Participates in IT procurement process in coordination with the ICT Director and tech team members;	

2 - Key Performance AREA (Objective): Weight: 40%	
SYSTEMS CONTROL, ADMINISTRATION AND DOCUMENTATION	

Key Performance INDICATORS		Key Performance TARGETS
1	**ICT Support Administration**	
1.1	Contributes towards the quarterly ICT status report and updates ICT Director on work carried out, issues and problems; Provides both scheduled and on-request reports for: - Help desk system - Print management system - Asset system - Stock control and inventory (consumables, devices on hand)	Within 24 hours of request
2	**Printers and user printing in the school**	
2.1	Works in conjunction with the HIS Network Specialist to upgrade and manage the printer software on the server;	
2.2	Manages the school printing to each network printer using printer software	
2.3	Retrieves the printing reports as per request;	
2.4	Assists users to connect to the network printers and access / release print jobs.	
2.5	Communicates, where necessary, with external printer suppliers for maintenance,repairs, toner supplies and other technical issues with regards to the HIS network printers.	
3	**Projectors and Apple TV equipment**	
3.1	Configures, installs, supports and maintains the projectors and Apple TV equipment on campus;	

4	Online academic testing	
4.1	Prepares online academic testing environments (as needed), provides technical support for online academic testing. Advises on the equipment to create testing environments;	

3 - Key Performance AREA (Objective): Weight: 20 %		
NETWORK SUPPORT, ANTI-VIRUS AND DISASTER RECOVERY		
Key Performance INDICATORS		**Key Performance TARGETS**
1	Alerts the ICT system administrator and/or ICT Director ICT Team of any network downtime and/or problems reported by users.	In line with HIS ICT Disaster Recovery Plan (WIP)
2	Assists in the restoration of ICT services in the event of a ICT disaster;	
3	Provide advice and support for data security, backup and recovery procedures / protocols.	

Key Decisions:
Decides best practice for the help desk operations as directed by the ICT Director.
Decides where help desk tickets are assigned or redirected;
Decides whether the ICT ticket requests have been attended to within the agreed SLA standards
Decides whether printing needs and requests have been met

Accountable for:
Accountable for the operations and coordination of the help desk system;
Logging and prioritising all ICT requests in the helpdesk system and ensuring response by the ICT team;
All software meeting students and staff requirements / needs as approved by the ICT Director;
All hardware being available and functional as approved by the ICT Director (user computers, lab computers, printers, projectors, excluding server)

1. **Job Requirements**

1.1 Qualifications

Formal Qualifications Required	Essential / Desirable
IT Diploma recognised in Zimbabwe (2 to 3 years)	Essential
Degree in computer technology or similar an advantage	Desirable

1.2 Experience

Job Related Experience Required	Time Span	Essential / Desirable
ICT hardware management, repairs and maintenance	1 to 2 years	Essential
Understanding of IT helpdesk administration	1 to 2 years	Desirable

1.3 Knowledge Areas

Job Related Knowledge Required	Essential / Desirable
Professional use of communication platforms / tools, electronic documents and	Desirable
Trained, experienced or qualified in using PaperCut, FreshDesk Helpdesk, Google Workplace for Education, Apple Care, AssetTiger, A++	Desirable
Documentation management	Desirable

1.4 Skills

Job Related Skills Required	Essential / Desirable
Excellent interpersonal skills	Essential
Excellent organisational and time management	Essential
Ability to communicate verbally and in writing	Essential
Ability to proactively identify, troubleshoot, problem solve and communicate	Essential