

## **ICT Executive**

**Reports to: ICT Support Manager**

### **Job Description Support**

The ICT Executive role is an expanding position. This position requires a candidate who is both experienced in customer support in a Apple Mac Environment and Google scripting would be beneficial. The position offers several avenues for development particularly in Networking.

### **Key Areas and points of Responsibility**

- Maintain, install and support the use of computer equipment and peripherals for curriculum and administrative use within the school. Working with teachers, learners and admin staff alike.
- Maintain a detailed stock record of ICT hardware and peripherals used by the school via the Asset Management system.
- Identify, diagnose and communicate accordingly with the Support Manager.
- Create, maintain and troubleshoot all user accounts, permissions and policies.
- Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities.
- Provide operational statistic reports as and when required.

### **JOB SPECIFICATIONS**

#### Minimum Academic/Professional Qualification

3+ years experience working in a support environment with preference to school support. Current Mac OS X related certification is highly preferred.

- Excellent communication skills in English (spoken and written)
- Excellent interpersonal skills (work effectively with students, staff, parents.)
- Ability to prioritize work as appropriate, multitask and manage time effectively
- Understand when a quick fix is not sufficient to permanently resolve problem
- Fresh graduate with willingness to learn and adapt to new work environments is highly welcome