



NORTHFIELDS

VIRTUS ET HONOR

IT SUPPORT OFFICER

Northfields is seeking to hire an IT Support Officer to work in the IT Services department.

- ✓ The IT Support Officer will act as the primary point of contact for IT support to student, parents, and staff members, monitor and maintain the computer systems and networks of the organisation.
- ✓ The IT Support Officer will be installing and configuring computer systems, diagnosing hardware faults and solve technical and applications problems, either over the phone or in person.

The potential candidate will report to the IT Services Manager.

Main Duties and Responsibilities

- To diagnose and resolve software and hardware incidents, including operating systems (Windows, Mac and Android) and across a range of software applications.
- To assist all our users with any IT related incident or request when required and maintain the ticketing system.
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the user as soon as possible.
- To accurately record and update documentation.
- To install and configure new IT equipment.
- To create, maintain and publish relevant support documentation in order to assist all staff, students and parents in the quick resolution of their incidents or requests.
- To perform regular server checks.
- Set up new user accounts and profiles and resolve password issues.
- Troubleshoot system and network problems.
- Maintain daily backups.
- Set up projectors / laptop / sound system when required for meetings / events.
- Install, configure and maintain mobile devices.
- Deputise for the Network & System Administrator, when required.
- To undertake additional tasks as reasonably required by the Network & System Administrator.
- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical users.
- To be a highly motivated team player with the skills and ability to manage changing priorities.
- To maintain IT equipment inventory and conduct internal audits.
- To provide end user training where required.
- To assist the Database Administrator when required.
- To be able to work odd hours and during weekends / public holidays if required.

OTHER DUTIES:

You may be expected to carry out duties other than those given in the job description where the level of responsibility is similar and you have appropriate qualifications or receive appropriate training to carry out these duties.

Empowering learners to reach their full potential



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Safeguarding Commitment

The School is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment. You must be aware of and comply with school policies and procedures relating to child protection, safety and health and security, confidentiality and data protection, reporting all concerns to an appropriate person.

The successful candidate should possess the job specification as outlined below:

EDUCATION

- A degree in Computer Information Systems or any relevant Diploma
- Good HSC/A Level results

KNOWLEDGE & EXPERIENCE

- Minimum of 2 years' experience working in an IT support role
- Working knowledge of Active Directory Confident in using Microsoft Office, Office 365 admin, internet browsers and Windows operating systems
- Understanding of Windows server
- Excellent IT skills and computer literacy
- Understanding of backup and disaster recovery infrastructure
- Strong understanding of IP, DHCP and DNS
- Experience of working and delivering to agreed deadline and schedules.
- Able to work effectively under stress
- Able to work odd hours and during weekends

SKILLS

- Good analytical and problem-solving skills
- Ability to communicate confidently with staff and to communicate complex ideas to non-IT professionals with clarity.
- Ability to communicate effectively with staff, students and parents in a professional manner, face to face, on the telephone and in writing
- Strong customer service
- Highly proficient in the use of Microsoft Office.
- Advanced expertise in Excel.
- Ability to multi-task and prioritise successfully.
- Excellent communication skills (especially in English)
- Excellent organisational skills
- Ability to demonstrate practical troubleshooting and problem analysis techniques
- Ability to plan and prioritise workload without supervision
- Good attention to detail
- Ability to show initiative
- Willing to work flexibly and with enthusiasm
- Ability to work in a team and form productive, supportive & professional relationships with all colleagues

If you are interested, please send you CV and Cover letter to careers@northfields.school

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