



**Bromsgrove International School**  
**Job Description – IT Support/Helpdesk**

*Provide IT support at Bromsgrove International School.*

***Reports To:***

Head of ICT/Administration Manager

***Times of Duty:***

Monday to Friday 7.30am to 4.30pm. Occasional weekend/holiday work required.

***Minimum Qualifications:***

- ü Diploma/Bachelor's degree level in computer-related or engineering field.
- ü At least 2 years experience in computer-related work preferably a helpdesk support role.
- ü Knowledge of computer systems.
- ü Strong service orientation.
- ü Good command of English
- ü Strong interpersonal skills
- ü Must have excellent problem-solving skills and the ability to use all available resources whenever a solution is not readily available.

***Major Responsibilities:***

- To ensure that all projector, photocopy machine, hardware and software are functioning to the complete satisfaction of our users.
- Liase with teachers, students, contractors and suppliers to ensure an effective ICT support for BIST.
- Handle day-to-day issues (requests, complaints etc).
- Provide technical expertise in resolving hardware and software problems by analyzing the problem, liaising with the end user and recommending the best course of action to keep the systems up and running.
- Respond to incidents in a timely manner by managing the incidents/problem reports.

- Keep track of projector, hardware and software inventory by reporting on all hardware and software movements, acquisition of new hardware and software and coordination of asset maintenance and repairs.
- Ensuring that adequate spare parts are available on site to cater for repairs or replacement including preparation of inventory lists of spares, keeping the list updated, recommending re-order and ensuring that the spares stock room is kept neat and tidy at all times.
- Provide hardware and software training to users.
- Keeping record of time allocated to support of the various departments and prepare monthly reports to monitor service response time.
- Maintain user accounts for all staff and students.
- Assist in preparing professional presentation in School events.
- Assist the teachers in ICT class.

***Required Competencies:***

- Customer and Market Focus  
Ability to diagnose and anticipate parents, teachers and students needs and expectations and to quickly respond to them.
- Analytical Thinking and Problem Solving  
Ability to identify problems, determine how to solve problems, evaluate alternatives, assess risk, and make timely decisions. Must have excellent problem-solving skills and the ability to use all available resources whenever a solution is not readily available.
- Office Equipment Expertise  
Ability to use office equipment to perform tasks; skill at teaching others how to use equipment; skill in a variety of office techniques (e.g., typing, data entry).
- Communication  
Ability to clearly convey ideas orally and in writing, and to listen to and understand what others are saying. Ability to provide feedback and follow up where necessary.
- Business Writing Skills  
Ability to compose business letters; respond to inquiries in writing; skill in use of appropriate business terms to achieve desired results.
- Computer and Software Proficiency  
Ability to use relevant software; computer literate; ability to integrate various software to meet office needs.
- Scheduling and Coordinating  
Knowledge of others' plans and schedules; skill in coordinating functions and ensuring desired results; ability to prioritize and make decisions; ability to do multiple tasks and support several people at once.

***Issue Date Year 2008***