

## Misk Schools Job Description – IT Support Specialist (Male)

Job Title	Department	Salary Grade
IT Support Specialist (Male)	Information Technology (IT)	TBA

1	Reports to
	Director of IT

2	Core Purpose
	The purpose of this position is to provide first tier end-user support to teachers and other academic personnel. While reporting to the Director of Innovation & Technology, the IT Support Specialist receives direction from the Digital Literacy Coordinator and Information Technology Manager.

3	Responsibilities
	<ol style="list-style-type: none"> <li>1. Resolve technical support tickets as they are logged into the ticketing system</li> <li>2. Academic Software management (purchases, renewals, update academic and student information)</li> <li>3. Plan for and perform periodic and proactive updates to user devices</li> <li>4. Clean and maintain student iPads and laptops in classrooms</li> <li>5. Provide end-user training when needed</li> <li>6. Diagnose wireless networking issues</li> <li>7. Monitor and maintain network printing</li> <li>8. Troubleshoot technical problems with telephone system</li> <li>9. Keep accurate inventory of all technical resources on campus</li> <li>10. Work collaboratively with the Director of Information Technology and outside service providers to troubleshoot infrastructure problems</li> <li>11. Maintain effective spoken and written communication with all users and vendors</li> <li>12. Perform other reasonable job-related duties as assigned</li> </ol>

4	Qualifications
	<ul style="list-style-type: none"> <li>• University degree in Computer Science or technical certifications</li> </ul>

5	Experience
	<ul style="list-style-type: none"> <li>• At least one year of experience providing first-tier technical support in a mixed Apple/ Windows network environment</li> <li>• The following are <b>required</b> experience and/or skillset:               <ul style="list-style-type: none"> <li>○ Windows, iOS and MacOS expertise and troubleshooting</li> <li>○ Network connectivity troubleshooting</li> <li>○ Network printing troubleshooting</li> <li>○ Networking and Systems management</li> </ul> </li> </ul>

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- Basic scripting skills
- Google Apps for Business/Education
- Microsoft Office 365 management
- Communications with providers
- The following are **preferred** experience and/or skillset:
  - Interactive whiteboards
  - Tech-support ticketing system
  - Experience working in a virtualized server environment – VMWare/HyperV
  - Experience in an academic environment highly desired
- The following certifications are a plus:
  - Comptia certifications (A+, Network+)
  - Cisco Certifications (CCNA)
  - Microsoft certifications (MCSA)

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#### Commitment and Abilities

- Strong communication skills, written and spoken, in both English and Arabic
- Strong interpersonal and time-management skills
- Ability to use initiative and independent judgment while working effectively with students, teachers, colleagues, supervisors and the school community
- Flexibility and good humor is a must
- Team player with the ability to develop and maintain critical relationships internally and externally, including with people from other cultures
- Proactive approach and enthusiasm for working in an environment of positive change and development
- Ability to be flexible, organize own workload, attention to detail, work calmly under pressure, and meet agreed deadlines
- Commitment to professional development by taking part in training, mentoring, and coaching