



IT Support Technician

Job Information

Hiring Company

[Harrow International School Appi](#)

Subsidiary

Harrow International School Appi, Japan

Job ID

1487171

Division

IT

Industry

Hardware

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Iwate Prefecture, Hachimantai-shi

Salary

4 million yen ~ 4.5 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

8.00-17.00, Monday to Friday

Holidays

Weekends plus 40 days per year (including national holidays)

Refreshed

July 25th, 2024 09:40

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Main Duties

- Assist ICT Manager in developing, managing, and improving IT support to the school community.
- Assist ICT Manager in managing the support request/ticketing process.
- Assist with the computing related training of new team members and members of the school staff.
- Plan and manage the installation, maintenance and upgrade of hardware and software including school computers, printers, mobile devices Audio-Visual (AV) equipment such as multimedia displays, projectors, video conferencing systems, and any other digital devices required by the school's staff.
- Test, plan and deploy new operating systems, patches and software releases.
- Diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications.
- Perform general preventative maintenance tasks and remedial repairs on computers, laptops, printers and any other authorized digital equipment.
- Be responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service clients, school desktop computers, laptops and tablets that has authorized access to the network.
- Be responsible for developing the system, producing and updating school ID cards for all staff.

Hardware Responsibilities

- Set up and/or installation of PCs/ Macs/Tablets for all academic and non-academic use.
- Maintain the AV equipment for academic use.
- Set up and support for presentations at regular assemblies and meetings as requested.
- Set up and support for special events or meetings of any technical requirements (laptop, audio and projectors etc.) as requested for academic, Development or school needs.

Software Responsibilities

Install, configure, maintain and upgrade:

- Operating systems.
- Anti-Virus systems as per departmental scheduling.
- The School MIS as per departmental scheduling.
- Software for each department, as and when required.
- Also, fix software issues; for example updating, incompatibility with OS, Anti-Virus in PCs, reformatting PCs.

Administration

- Be responsible for stock keeping and tracking the use of computing related consumables such as printer toners and ink cartridges in the school.
- Be responsible for liaison with the procurement department on the ordering of consumables and recycling of used goods.
- Be responsible for the up keep of ICT filing system, goods received documents etc.
- Liaison with office equipment service suppliers on all servicing issues of digital devices.

Management of Information

- Use the school's available office tools to manage information and store in a tidy and systematic manner.

Required Skills

- University graduate (preferably in Computer Science or equivalent).
- Minimum 1 year working experience in the ICT field (experience in working with education systems and networks or in the ICT department of a school is preferred).
- Solid knowledge of desktop computing and operating systems (Windows and Mac OS).
- Experience in managing AV equipment is advantageous.
- Good spoken and written Japanese and spoken English.
- Good inter-personal and communication skills are essential.
- Strong organization skills.
- Be available to work on weekends or nights when required.

Company Description