



IT Support Technician

募集職種

採用企業名

ハロウインターナショナルスクール安比ジャパン

支社・支店

Harrow International School Appi, Japan

求人ID

1487171

部署名

IT

業種

ハードウェア

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

岩手県, 八幡平市

給与

400万円 ~ 450万円

ボーナス

固定給+ボーナス

勤務時間

8.00-17.00, Monday to Friday

休日・休暇

Weekends plus 40 days per year (including national holidays)

更新日

2024年07月25日 09:40

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル

ビジネス会話レベル

最終学歴

大学卒 : 学士号

現在のビザ

日本での就労許可が必要です

募集要項

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.

スキル・資格

- 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.

会社説明