![CareerCross by JAC Recruitment]

IT Help Desk Technician｜学習を支援するために、技術の正常な運用をサポートする。

スクールカレンダーに準じて有給休暇あり！完全週休2日制（土・日休み）

募集職種

採用企業名
学校法人 横浜インターナショナルスクール

求人ID
1527718

業種
教育・学校

雇用形態
正社員

勤務地
神奈川県, 横浜市中区

給与
400万円 ~ 550万円

更新日
2025年03月27日 07:00

応募必要条件

職務経験
3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

日本語レベル
流暢

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

【School】
Yokohama International School, founded in 1924 is a dynamic and exciting place to work and learn, and we are looking for people who want to contribute to the continuing growth and development of our school and community.

【Summary】
The IT Help Desk Technician focuses on supporting students and staff by ensuring that technology functions correctly to facilitate learning. This position is central to diagnosing and solving technical problems that arise in the day-to-day use of educational technologies. With a commitment to providing efficient, service-oriented, and timely technical support, the IT Help Desk Technician helps maintain an environment where technology improves learning at YIS.

【Key Responsibilities】

- **Help Desk Support:** Support the IT help desk, both in-person help desk and online ticketing help desk, ensuring timely and effective responses to support requests from students and staff. Prioritize issues based on supporting learning, urgency and impact, and maintain clear and consistent communication until resolution.

- **User-Focused Support:** Serve as the primary contact for students and staff experiencing technical difficulties, device troubleshooting and offering solutions that facilitate learning.
- **Asset Management:** Maintain an accurate and up-to-date inventory of technology assets, oversee the introduction of new equipment, and manage asset lifecycle.
- **Documentation and Reporting:** Document issues and resolutions in a detailed manner and maintain records related to asset management and support activities.
- **Software Maintenance via MDM**: Maintain software deployments using a Mobile Device Management (MDM) system. This includes installing updates, configuring settings, and ensuring that all devices are compliant with the latest software standards to support learning.
- **Hardware and Peripherals:** Oversee the support and availability of hardware and peripherals for students and staff. Ensure these tools are in good working condition and readily accessible to enhance and facilitate learning. This includes troubleshooting hardware issues, managing inventory, and coordinating the setup and distribution of devices and accessories.
- **Collaboration and Communication:** Collaborate with the IT team to implement new technologies. Serve as a backup communicator with external vendors, particularly in Japanese, to assist in resolving technical issues and procuring new technology solutions.
- **Event Technology Support:** Provide support for technology and audio visual equipment during school events, conferences, and workshops. Ensure all necessary technical resources are available and functioning correctly to facilitate successful events.
- **Summer Transition:** Oversee the transition of technology between academic years, working with part-time workers to ensure that new equipment is prepared and ready for use in the new academic year. This includes setting up systems, updating software, and verifying that all technological resources meet learning requirements.
- **Procurement and Approval Process:** Responsible for placing orders on behalf of the IT department, following a structured approval process to ensure proper authorization and alignment with the department's needs and budget.

スキル・資格

【Qualifications】

- Proven experience in IT support or a related field.
- Strong technical knowledge of IT systems and solutions.
- Ability to diagnose and resolve basic technical issues.
- Excellent communication skills in both English and Japanese.

【雇用形態】正社員
・想定年収：400万～550万
・昇給：年1回　8月
・賞与：年1回（6月）

【休日・休暇】
・完全週休2日制（土・日休み）
・スクールカレンダーに準じて有給休暇あり（春2週間、夏20日間、秋1週間、冬3週間）
・傷病休暇30日
・産前産後休暇
・育児休暇
・介護休業

【福利厚生】
・私立学校共済保険（雇用・労災・健康・厚生年金）

【勤務開始日】

・2025年4月下旬を希望していますが、柔軟に対応します

会社説明