

JOB DESCRIPTION

POSITION / JOB TITLE: IT SUPPORT SPECIALIST

COR CLASSIFICATION: INGINER DE SISTEM IN INFORMATICA-251203

SCHOOL DIVISION: INFORMATION TECHNOLOGY

REPORTS TO / SUPERVISED BY: TECHNOLOGY MANAGER

SUMMARY OF THE JOB:

The IT Support Specialist will provide maintenance of the computer desktop/laptop environment by analysing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. The IT Support Specialist will be responsible for basic administration and internal support of the organisation's PCs, printers, telephones, servers, and related equipment. Tasks include end user support, licence tracking, and performing desktop/laptop maintenance, upgrades and configurations.

Responsibilities:

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware;
- Monitor and respond quickly and effectively to requests received through the IT helpdesk;
- Assist with onboarding of new users;
- Install, test and configure new workstations/laptops, peripheral equipment and software;
- Follow up with end users to ensure issue has been resolved;
- Maintain inventory of all equipment, software and software licences;
- Manage the internal printing and telephone infrastructure and related tickets;
- Have a good communication between front office IT requests and back office IT support team;
- Basic support for school communication and collaboration platforms, document and content management; hardware and support inventory management; anti-virus and anti-malware; windows updates.
- Have very good knowledge of G-Suite and Active Directory

- Proficient in both Microsoft and Apple OS

Requirements:

- Bachelor’s Degree in Information Systems or related field;
- Two years of relevant technical experience, prior work experience in a designated customer support role is a plus
- Exceptional diagnostic and troubleshooting ability and skilled in using industry standard tools and techniques;
- Good understanding of Microsoft products: Windows 10, Windows Server 2008/12, Office 365;
- Good interpersonal skills, with a focus on listening and questioning skills;
- Good understanding of Windows services such as Active Directory, DNS, DHCP, Domain controllers, Share and NTFS file permission, and Group Policies;
- Good understanding of Network Protocols (TCP/IP, UDP, DHCP, SMB/CIFS, HTTP, HTTPS, DNS, NTP);
- Good understanding of Unix based operating system;
- Good understanding of the way the IT machines operates (desktop/laptop) Hardware/Software;
- Good understanding of wireless (WIFI) networks functionality and troubleshooting;
- Good understanding of IPv4 and network equipment, switch, router, firewall, LAN/WAN;

It is expected that the candidate is fluent in English (both reading and writing).

TERM OF EMPLOYMENT & CONTRACT:

Adheres to all laws governing Romanian contracts.

Unlimited Term

-Or-

Limited Definite Term (Up to Three Years)

The Employee’s Performance Evaluation will be conducted annually by the above Supervisor.

Employee’s Signature: _____

School Director’s Signature: _____