

IT Support Technician

The IT Support Technician will work as part of the IT Team, reporting to the IT Director.

The main goal of this position is to provide 'In-time', 'Solution-oriented', 'Proactive' (ISP) support for all end-users of technology.

Specifically the support will involve:

Supporting teachers, administrative staff and students:

- Routine IT housekeeping and support activities.
- Basic troubleshooting for hardware and software problems.
- Making regular inspections of the IT equipment in classrooms and offices.
- Using support interventions as training opportunities wherever possible.
- Preparing and setting up specialist IT equipment as requested.
- Performing ad hoc hardware and software installations.
- Maintaining an up-to-date inventory of IT assets and resources.
- Providing a second tier of classroom support for IT-intensive learning events.
- Becoming familiar with the classroom technology deployed at ISP at any time.
- Becoming familiar with all the educational end-user applications deployed in the school at any time.
- Ensure wifi network access for all 'Bring your own device' users.
- Support students installing software purchased by the school on their personal devices.
- Help individual students with the setup and configuration of their personal devices for access to external examinations

Supporting the network manager:

- Assisting in the maintenance and management of our IT infrastructure.
- Working as directed by the network manager on any major technology configurations.
- Monitoring and maintaining IT systems related to security and surveillance.
- Managing and maintaining the school phones.
- Managing the daily backup tapes.
- Applying regular software patches and updates.
- Managing local printers, fixing simple problems, replacing toner, drum, etc.
- Keeping a log of troubleshooting and support activities.
- Feeding back to the IT team when problems cannot be solved to ensure that every support request is closed.
- Reporting to the IT team on preventative measures to reduce the incidence of hardware and software problems.

The successful candidate will:

- Hold associate's degrees in computer science or related field.
- Have previous experience of working in an IT support role.
- Demonstrate strong organizational skills and excellent attention to detail.
- Demonstrate practical troubleshooting and problem solving skills.
- Show initiative in planning and prioritizing their workload.
- Communicate effectively and in a professional manner with a wide variety of people, face to face, on the telephone and in writing in both French and English.
- Have previous experience with
 - Google Workspace admin tasks
 - The Jamf mobile device management platform
 - Extreme iQ wireless network platform or equivalent

Contracts terms and conditions:

The position is based at the International School of Paris in the 16th arrondissement of Paris.

The contract will be a permanent contract starting as soon as possible.

The contract will be a 35 hours contract (8:30 - 16:30) with, occasionally, the need to work overtime.

It is essential for all applicants to hold a nationality of one of the European Union countries, or valid French working papers. In the case of interest, please send a resume, a cover letter and details (including email address) of three professional referees to jobs@isparis.net.