

## IT Support Technician

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

A minimum of one reference from your current or most recent employer is a mandatory requirement.

Selected candidates will be invited to an interview and undergo pre-recruitment procedures. In accordance with our Child Protection Policy, they will also be asked to provide official criminal background checks from all countries in which they have lived in for the last 10 years.

Please note that ISP reserves the right to close any vacancy earlier than the application deadline, should an appointment be made before the closing date.

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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 all the educational end-user applications deployed in the school at any time.
- Becoming familiar with the classroom technology deployed at ISP 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.
- Support students and teachers in the administration of online external tests (NEW)
- 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.

**Contracts terms and conditions:**

The contract will be a permanent contract starting January 2024.

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

Should you be interested, please send your application (CV, Cover Letter, details of three professional referees) to [jobs@isparis.net](mailto:jobs@isparis.net) by January 7, 2024.