

The German Swiss International School (GSIS) is one of Hong Kong's leading international schools providing quality, holistic education to a multinational student body of approximately 1250 students and 240 faculty and staff. The school is organised into two Streams, German and English leading to qualifications in the German International Abitur and I/GCSE & IBDP respectively. We are inviting applications from experienced and qualified candidates for the following position to start **November 2023 or as mutually agreed.**

ICT Technician (Pok Fu Lam Campus)
(Monday to Friday 7:15am to 3:45pm)

We are looking for a customer-oriented ICT Technician who will be responsible for providing technical support to teachers, administration staff and students. This includes installing, configuring, and repairing computer hardware and software, as well as troubleshooting basic network issues. The ICT Technician will be the front-line point of contact for IT issues and requests. The successful candidate will be a strong team player who is able to work independently. This position is an exciting opportunity for anyone who wishes to work for an organisation that will help them build further IT skills/knowledge and further their career.

DUTIES & RESPONSIBILITIES

- Perform level 1 technical support via phone, email, and in person for all hardware, software, and networking issues
- Troubleshoot and resolve or escalate incidents and service requests in a timely manner
- Install, update, and patch operating systems, applications, and security software
- Configure, manage and maintain PCs, laptops, Chromebooks, iPads and peripherals
- Support the set-up and use of online learning platforms and classroom technology including interactive panels, projectors, audio-visual equipment
- Set up and operate audio-visual equipment like microphones, speakers and mixers for assemblies, performances and parent events outside regular school hours
- Provide training and guidance to end-users on systems, applications, and IT policies
- Maintain documentation including equipment inventory, support cases, and known issues
- Perform day-to-day administrative tasks like user account management
- Assist with hardware and infrastructure projects under the direction of the IT Manager
- Other tasks as assigned by IT Manager and Director of Technology

REQUIREMENTS

- Diploma or above in Computer Studies, Information Technology or related disciplines
- Minimum two years of relevant IT support experience in a school environment or in similar organisation
- Knowledge of PC hardware, networking and PC application support (MS Office, Google Workspace, Active Directory, Windows / Mac Environment, etc.).
- Good communication and customer service skills
- Microsoft certification is highly desirable
- Fluent English language skills


GSIS offers benefits such as competitive salary, medical health insurance, 20 days' annual leave, in-house cafeteria and 13th month salary payment. We welcome candidates who show a commitment to continuous professional development and are willing to contribute to wider school activities.

HOW TO APPLY

If you are interested in joining our team, please apply via the GSIS online recruitment portal (<https://www.gsis.edu.hk/careers/job-openings/>), to the Director of Human Resources.

Further information on the school, its facilities and programmes are available on the school's website <http://mygsis.edu.hk/>.

Applicants not invited for an interview after four weeks may consider their applications unsuccessful. Personal data collected will be used for recruitment purposes only. **GSIS is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Full background checks will be conducted to safeguard all students at GSIS.**



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