

INSPIRED IT HELPDESK TECHNICIAN (LEVEL 1 SUPPORT)

LOCATION

(TBD) Western Cape OR Gauteng

REPORTING LINE

Country IT Operational Manager

CONTRACT TYPE

Permanent

SCHOOL PHASE

ELS / PREP / COLLEGE

SALARY

Market related

ADVERT CLOSING DATE

6 April 2018

Inspired Background

Inspired is a leading premium schools group operating in Europe, Australia, Africa, the Middle East and Latin America educating over 25,000 students across a global network of over 30 schools in 11 countries. With offices in London, Johannesburg, Bogota, Sydney and soon Dubai, Inspired has regional teams to support our growing family of schools around the globe. To manage this diversity, we draw upon our wide range of educational and operational management expertise to share best practices across our group.

A definitive statement of excellence in private education, Inspired is a co-educational, non-denominational, independent school group designed to inspire students to achieve their maximum potential in a nurturing, progressive academic environment from ages 1 to 18.

Inspired offers a fresh and contemporary approach to education by re-evaluating traditional teaching methods and curricula and creating a more dynamic, relevant and powerful model reflecting current attitudes. We nurture the unique individuality, talent and self-assurance of each student, equipping them to take on the world with the skills and confidence to ensure success.

Inspired was founded by Nadim M Nsouli (www.inspirededu.co.uk) and has grown by acquisitions and greenfield development of new schools.

Position Summary

As part of our global standardisation initiative, we have re-organised our IT Operations department in South Africa to provide a professional and effective IT service. This strategy increases our competitive edge in the private schooling sector. Within the multinational group, our IT departments continually transfer best practice knowledge between our various schools in the different countries.

The **South African IT support staff** will work in a dynamic, fast-paced environment which provides services to all users both onsite and via remote connection. Service enquiries will go through the **Centralised Helpdesk**. As part of the Inspired Group, this position will also have responsibility for **Group IT Projects**.

The **South African IT Operations team** will form a significant part of the Group as a central hub.

The IT Helpdesk Technician will be responsible for the day-to-day First Level IT Support for all the Inspired Schools in South Africa: Reddam House and Reddford House.

We are looking for a competent Help Desk Technician (Level 1 Support) who can provide fast and useful technical assistance on computer systems. The Level 1 Support Agent will be responsible for answering queries on technical issues, log tickets and offer advice to resolve these issues. The main goal is to create value for our internal clients to preserve our Company's reputation and ensure ongoing sustainability.

Duties of the IT Helpdesk Technician include:

- Serve as the first point of contact for internal customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issues logged by the internal customers.
- Guide the internal customer through the problem-solving process.
- Direct unresolved issues to the next level of support.
- Provide accurate information on IT products or services.
- Record events, problems and the resolution in logs.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- Identify and suggest possible improvements on procedures.
- **Organisation Responsibilities**
 - This position reports to the Country IT Operational Manager.

Requirements of the role:

- **Hard skills:**
 - Educated to diploma or certification level
 - Proven experience as an IT Help Desk Technician or other customer support role, preferably 2+ years
 - Tech savvy with working knowledge of Operation Systems (Windows, macOS, ChromeOS, iOS, Android), Office Productivity Tools, remote access
 - Highly computer literate in MS Office /Google Suite
 - Good understanding of computer systems, mobile devices and other tech products
 - Ability to diagnose and resolve basic technical issues
 - Advanced level in English (both written and verbal)
- **Soft skills:**
 - Excellent communication skills
 - Attention to detail
 - Take accountability
 - Customer-oriented attitude to deal with difficult customers
 - Ability to communicate effectively to understand the problem and explain the solution
 - Ability to think analytically, conceptually and systemically to resolve problems
 - Works well in a team
 - Ability to solve problems and make decisions
 - Punctual and time focused
- **Additional skills:**
 - ITIL experience
 - Experience with (Student) Management Information Systems
 - Experience with CRM Systems
- **The Perfect Match:**
 - You will flourish in this role, if you enjoy working in IT and dealing with clients in a fast-growing international organization.

Steps to Apply

- Please send a copy of your resume to this email address - recruitment@inspirededu.com
- Your resume will be reviewed and if you meet the criteria we will contact you for an interview.

Thank you for your application. If you do not receive a response from us within one week, please consider your application unsuccessful