JOB DESCRIPTION: TECHNOLOGY HELPDESK SUPERVISOR

CAMPUS: Johannesburg Campus
DIRECT SUPERVISOR: Director of Technology
START DATE: February / March

POSITION OVERVIEW:

Working closely with the Director of Technology, I.T management and I.T support team. The position is responsible for ensuring an outstanding level of customer services by providing direct IT support to students, faculty and staff in their day to day activities and by supervising the Help Desk and assisting the technical support staff. Responsible for leading the Helpdesk in engaging in more proactive planning and support and organizing the Helpdesk to be flexible and adaptable in meeting the changing needs of AISJ.

QUALIFICATIONS:

- Matric Certificate
- A+/N+
- MCSE is advantageous
- ITIL

PREFERRED SKILLS AND EXPERIENCE:

- Minimum of three years in an IT support/technician role
- Inventory management experience essential
- Gather and analyze metrics to benchmark the helpdesk workload/performance and identify trends in Helpdesk issues.
- Supervise the Helpdesk support staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed
- Train helpdesk staff on operational procedures and troubleshooting techniques. Provide training on new hardware and/or software applications as requested
- Experience with Microsoft Windows, Microsoft Exchange, Active Directory is an advantage
- Hardware and software troubleshooting prowess. Ability to critically analyze a symptom, diagnose a fault, plan and take appropriate action on equipment including PCs, printers, multifunction copiers, sound boards, lighting equipment and networking etc.
- Knowledge of hardware components and hardware troubleshooting procedures
- Knowledge of Microsoft desktop operating systems and desktop software
- Microsoft Active Directory skills including creating, deleting and modifying user accounts, setting up e-mail, home and directories

ATTRIBUTES:

- Friendly and personable demeanor
- Ability to seek solutions to problems using one's own resources

- Excellent verbal and written communication
- Self-starter and self-motivator
- Take ownership and responsibility
- Possess the drive to learn and is adaptable to change/new technologies
- Critically and technically minded
- Punctual
- Ability to work under pressure
- Willing to work overtime when and if needed
- Ability to communicate effectively with others both verbally and in writing
- Positive attitude, eager to take responsibility for work and shows initiative
- Ability to participate in and establish collaborative working relationships
- A keen eye for detail and "First time fix" attitude
- Must have own transport

GENERAL RESPONSIBILITIES:

- Execute duties, end user desktop and printer support in accordance with ITIL guidelines
- Ensure Inventory system is up to date and correct
- Control of stock and inventory
- Ensure Inventory is accurate and up-to-date, plans and manages an annual inventory update.
- Develops, maintains and updates documentation relating to delivery, maintenance procedures, and monitors and ensures accuracy, consistency, compliance and accountability
- Log calls with external providers where and when necessary
- Provide after-hours support for activities in and out of school grounds
- Performs troubleshooting and minor repairs to PCs
- Computer assembly
- Relocation of technology equipment where and when necessary including but not limited to Televisions, PA systems, etc.
- Regularly required to talk or hear and frequently required to stand, walk, sit, and use hands
- The employee will occasionally lift and/or move equipment
- Effectively manage support calls by providing continual feedback, timeous resolution and follow-up calls subsequent to closure
- Perform periodic preventative maintenance identified by the Technology Manager
- Make recommendations to the Technology Manager for improving processes
- Other tasks as identified by the Technology Manager

SCHOOL HOURS: 7.30 a.m. to 4.00 p.m. Monday, Tuesday, Wednesday, Thursday, Friday. Occasional weekend or evening work for presentations etc. will be required.

CONTACT: For more information contact Mr. Russell Layton, Director of Technology, recruitment@aisj-jhb.com