INSPIRED
TECHNICAL SUPPORT ENGINEER (LEVEL 2)

MULTIPLE LOCATIONS
Gauteng AND Western Cape AND KwaZulu-Natal

REPORTING LINE
Technical Support Regional Team Lead (Level 3)

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 Technical Support Engineers will be responsible for the day-to-day delivery of an IT Support Service to selected Inspired Schools in the given regions: Reddam House and Reddford House.

We are looking for a competent Technical Support Engineer (Level 2 Support) who will be responsible for finding solutions to the more complex issues, which cannot be solved by the Level 1 Support. He/she will administer a variety of technical projects related to the setup, maintenance, and support of the School's IT Systems. The Technical Support Engineer is responsible for resolving support requests as well as meeting customer satisfaction and continuous service delivery demands.

Duties of the Technical Support Engineer include:

- To diagnose and resolve software and hardware incidents, including operating systems (Windows, ChromeOS, macOS, Linux, Android, iOS) and across a range of software applications. To assist all our users with any logged IT related incident when called upon.
- To take ownership of issues by carrying out a problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other Support Teams where necessary.
- To accurately record, update and document requests using the IT Service Desk System. To install and configure the new IT equipment. To resolve incidents and upgrade different types of software and hardware. To resolve incidents with printers, copiers and scanners.
- To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Maintaining customer satisfaction.
- Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed.
- Manage asset registers and data lines.
- Performing daily/weekly/monthly checks and checking backups.
- Application configuration and support.
- To work within the relevant legislation, policies and procedures.
- To contribute to Inspired Group IT Projects.
- **Organisation Responsibilities**
  - This position reports to the Technical Support Regional Team Lead.

Requirements of the role:

- **Hard skills:**
  - Educated to diploma or certification level
  - Previous experience of working in an IT Support role, preferably 3+ years
  - ITIL experience
  - Advance knowledge of Microsoft Windows 7/8/10, macOS, ChromeOS, Linux, Android and iOS operating systems as well as various software packages including Microsoft Office, Adobe, Google Suite
  - Proficient in Internet related applications
  - Networking and network administration experience
  - Server administration experience
  - Excellent IT skills and computer literacy
  - Previous experience within a Customer service role
  - Advanced level in English (both written and verbal)
- **Soft skills:**
  - Excellent verbal communication skills with the ability to communicate effectively with technical and non-technical Colleagues at all levels in the Organization
  - Good interpersonal skills, accountability
  - Can handle conflict
  - Ability to think analytically, conceptually and systemically to resolve problems, make decisions
  - Attention to detail
  - Punctual and time focused
- **Additional skills:**
  - 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