IT Support Analyst

Scope of Responsibility:

The IT Support Analyst will be a junior member of the IT support team for the school and will provide timely troubleshooting assistance to staff and students. The IT Support Analyst will be responsible for maintaining records of Help Desk requests and responses. The IT Support Analyst will undertake specific projects and initiatives under the direction of the IT Manager.

Required Qualifications, Skills, Experience and Attributes:

- Has good verbal and written English communication skills in a foreigner and cross-cultural work environment; IELTS Level 6 or similar preferred
- Takes personal initiative to identify and complete needed/ assigned tasks and improve one's technical and non-technical abilities
- Independently learns new software systems quickly, demonstrate systems thinking, and continuously looks to improve both hard skills and soft skills
- Able to troubleshoot macOS, Windows, and iOS
- Able to handle multiple simultaneous customer complaints and provide good customer service in difficult and stressful situations
- Graduation from university with a certified bachelor's degree

Application Starting: April 17th , 2019

Closing: When filled