

IT Support Technician: The IT Support Technician includes but is not limited to maintaining the various hardware and software systems at Al-Rayan International School.

The broad tasks and responsibilities which fall under the scope as given above includes but is not limited to the following:

1. Installation and configuration of operating systems and applications f or computer hardware.
2. Maintenance and monitoring of computer networks and systems as de fined in the schedule.
3. Administering the school's Learning Management System.
4. Performing daily system checks and logging information as defined in the IT schedule for systems checks.
5. Help Desk Support requiring logging and documentation on queries, issues and resolution in a timely and organised manner (as per the guidelines)
6. Analysis of Help Desk Support logs in order to discover any underlying issues or trends.
7. Identifying, resolving and documenting hardware or software faults.
8. Testing, evaluation and documentation of new technologies.
9. Following instructions, either written or in diagram form, to set up a system or correct a fault (on all hardware and software systems).
10. Follow procedures, instructions or assignments as defined by the HOD.
11. Following timelines for all of the above listed tasks as defined by HOD.