



SHENZHEN INTERNATIONAL

IT Helpdesk Technician

Summary:

We are seeking a service-oriented and self-motivated professional to join our IT team. In this role, you will work on maintaining and monitoring the computer systems and networks for our school. You will be tasked with solving complex technical issues and will also collaborate with team members across all departments to assist them with their technical requirements.

The ideal candidate should possess good technical knowledge, strong problem-solving skills, excellent communications skills and will understand the importance of providing excellent customer service.

Job Description:

1. Provides general IT helpdesk support to pupils and staffs.
2. Monitor and maintain the school's computer systems, networks and IPX systems, e.g. Access Control, firewalls, switches, APs etc.
3. Troubleshoot and configure software and server systems, record keeping and periodic status report.
4. Work with both expat and local staff on the implementation of new solutions or applications.
5. Work with vendors and suppliers to ensure their service standards meet our requirements and guidelines.
6. Other job duties arranged by IT Manager/superiors.

Requirements and Qualifications:

1. Bachelor's degree in information technology or a related field.
2. 2+ years of experience in a technical support role.
3. Experience in Microsoft Active Directory, domain management, network configuration, Linux experience a plus.
4. MCSE, HCNE, CCNA certification preferred.
5. Fluent in English, able to communicate with expat academic staff.