



EMPLOYEE JOB DESCRIPTION IT Technician

Level: MID-LEVEL
Responsible to: IT Systems Director

Load: Full-time
Service Period: 2 Years

Nature and Scope

This job is responsible for ensuring the optimal functionality and efficiency of IT systems. Responsibilities will include providing technical support to end-users, troubleshooting hardware and software issues, maintaining server and network infrastructure, and providing additional support to Audio-Visual Production Team. This position requires a strong technical background, excellent problem-solving skills, and the ability to communicate complex technical concepts to non-technical users. These responsibilities are integral to the fulfillment of the school's mission to help each student develop their God-given gifts for Christ-like service in the world community.

Professional Responsibilities

1. Modeling and Leadership

- a. Model a personal commitment to Christ and Bible-based Christian living.
- b. Seek to inspire others to Christian commitment, faith, and living.
- c. Contribute towards and maintain a positive Christian spiritual environment.
- d. Exhibit characteristics of being a lifelong learner.
- e. Maintain a positive operational environment focused on growth and excellence.
- f. Consistently model professionalism.

2. Duties

- a. Provide technical support to end-users for hardware, software, and network-related issues.
- b. Assist in the setup and configuration of desktops, laptops, printers, and other peripherals.
- c. Diagnose and resolve hardware and software issues promptly.
- d. Conduct root cause analysis to prevent recurring problems.
- e. Maintain and troubleshoot the organization's network infrastructure.
- f. Collaborate with network administrators to ensure smooth network operations.
- g. Install and upgrade operating systems, software applications, and patches.
- h. Coordinate with vendors for system installations and upgrades.
- i. Implement and enforce security measures to protect the organization's IT assets.
- j. Conduct regular security audits and recommend improvements.
- k. Provide technical support for audio-visual equipment in the auditorium.
- l. Coordinate with event organizers to ensure smooth operation of A/V equipment during presentations, conferences, and events.
- m. Create and maintain documentation for IT procedures, configurations, and troubleshooting steps.
- n. Update knowledge base articles for common issues and solutions.
- o. Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post.

4. Communication and Collaboration

- a. Maintain an attitude of openness and desire for communication
- b. Maintain workable relationships with colleagues and staff
- c. Collaborate with other members of the maintenance department
- d. Attend and participate in school meetings.

5. Professional Development

- a. Participate in scheduled inservice and professional development activities.
- b. Remain abreast of current developments and related technology in production.





6. Key Skills And Competencies

- a. Demonstrate high professional standards within the school and community.
- b. High level of accuracy and attention to detail.
- c. Physical strength and agility.
- d. Demonstrate the ability to communicate effectively in English, both orally and in writing.
- e. Have excellent communication skills both written and oral.
- f. Ability to work for extended hours.
- g. Excellent planning and organization skills.
- h. Ability to work in a team.
- i. Ability to identify and resolve problems in a timely manner.
- j. Demonstrate a respect for diversity of culture.
- k. Knowledge of work hazards and safety practices.
- l. Ability to work effectively under pressure.
- m. Creativity and innovation.
- n. Ability to cope with change and be willing to learn new relevant skills.

Professional Qualifications

1. Bachelor's degree in Information Technology, Computer Science, or a related field.
2. Five (5) years proven experience as an IT Technician or in a similar role.
3. Strong knowledge of hardware, software, networking, and security principles and familiarity with Windows, macOS, ChromeOS and Linux operating systems.

N.B (This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological



To inspire and equip each student to develop their God-given gifts for Christ-like service in the world community.

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