

## Job Description

### IT Supporter Technician

Switzerland  
Montreux

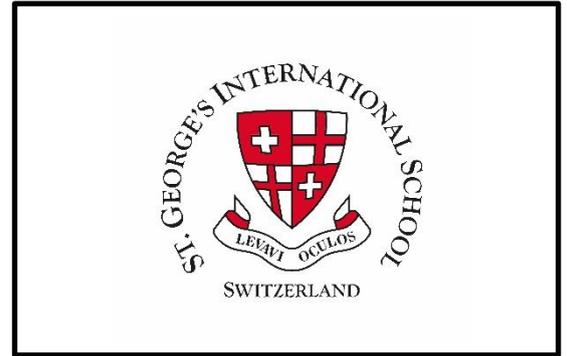
**Line Manager:** Regional IT Manager

**Full Time**

**Indeterminate contract**

**Start Date:** March 1<sup>st</sup>, 2023

**Closing Date for Applications:** February 17<sup>th</sup>, 2023



**St George's International School** is seeking to appoint an **IT Supporter Technician** to join us on **March 1<sup>st</sup>, 2023** on an **Indeterminate contract**.

### “Inspiring Academic Excellence Across 5 Continents”

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 3 months to 18 yrs.

Inspired offers a fresh and contemporary approach to education by re-evaluating traditional teaching methods and curriculums, 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.

Our current portfolio of 70+ schools currently operates across Europe, Asia-Pacific, Africa, the Middle East and Latin America, with quick ongoing expansion foreseen. The group has grown exponentially since its founding 7 years ago and offers a unique opportunity to join a connected global community obsessed with a dedication to excellence.

We take great care when selecting new colleagues to join Inspired Education and hand pick every single role. We believe true excellence in education is only achieved through an inspiring and passionate team with whom are dedicated to supporting our schools to recruit and retain students by sustaining engaging and inspiring learning environments through our 3 pillars of: Performing and Creative Arts; Academics and Sport.

Professionalism, responsive teaching, specialist knowledge, strong planning, excellent qualifications and an outstanding personal reputation, are just few of the core requirements we look for when recruiting Inspired teaching staff.

For more information about us, please visit [Inspired Schools - Premium Private Education \(inspirededu.com\)](https://www.inspirededu.com)

## OUR SCHOOL

*St George's International School is a co-educational, independent school, accredited by CIS and located at the foot of the mountains and at the doorstep of the lake, the school offers a unique school setting at the heart of the Swiss Riviera with an extraordinary workplace environment.*

*Around 400 students between the ages of 18 months and 18 years are registered here (day students and boarders from age 10+ coming from more than 60 nationalities). Children are recognized as individuals with unique skills to celebrate and given tailored support and guidance at each stage of their school career. Our structure of Early Learning School, Junior School, Middle School and Senior School means that every year group works with professionals who specialize and enjoy working with the students in their care.*

*The unique St George's philosophy and our formula for success are based to a large degree on the quality and depth of our International curricula (Dimensions, Cambridge Lower, IGCSE & IB Diploma), cultural and sporting activities and especially our dynamic and creative teaching staff, fully recognizing that what goes on in the classroom between teacher and student strongly influences the success of the school.*

<https://www.stgeorges.ch/>

## WHY APPLY

### **“Be at the forefront of International Education”**

When you join Inspired, you don't just join a business. You become part of a unique global community of passionate professionals, with unrivalled access to extensive guidance, support and advice all focused on creating a culture of excellence in education.

## WHAT WE OFFER

- The most collaborative environment, at every level, that you will find anywhere;
- Excellent resources;
- Excellent professional development within the Inspired group and a global network of over 70 schools to learn alongside;
- At the leading edge of independent school thinking;
- A culture of excellence;
- Network of opportunities;
- Competitive package;
- Lunches at the canteen offered to employees every day;
- Free parking;
- Our campus is located at the foot of the mountains and at the gateway to the lake and offers a unique school setting in the heart of the French Riviera.

## ROLE SUMMARY & JOB PURPOSE

*St. George's International School is seeking to appoint a competent IT support technician and systems administrator to provide fast and useful technical assistance on computer systems. You will answer queries on basic technical issues and offer advice to solve them.*

*This person will be responsible for managing the IT infrastructure on a local level, participating in Global projects implementations and design. Daily activities giving support to staff members in the school. Also report and coordinate with the regional management team on different project rollouts.*

*An excellent System Administrator/Helpdesk technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to deal with difficult customers.*

*The goal is to create value for clients that will help preserve the company's reputation and business.*

## ROLE RESPONSIBILITIES

In general, IT supportive is responsible for the following:

- Serve as the first point of contact for customers seeking technical assistance over email and ticketing system
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Manage and maintain school IT infrastructure: servers and networks
- Provide accurate information on IT products or services
- Offering technical assistance on the delivery, configuration, set up, maintenance, and troubleshooting of computer systems, hardware, and software.
- Maintain the school IT inventory
- Training computer users.
- Writing and editing training manuals
- Adhere to the principles of discretion, confidentiality and information sharing.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual responsibility undertaken may not be identified. The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the role as directed Senior Management.

**WHAT WE'RE LOOKING FOR**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Skills and previous experience</b>	<ul style="list-style-type: none"> <li>• A minimum of 7 years' experience in IT sys admin and helpdesk support</li> <li>• Microsoft Office365/Active Directory and Windows Server administration</li> <li>• TCP/IP, switching and networking.</li> <li>• Microsoft Windows 10/11 deployment, network configurations, IT support and hardware maintenance.</li> <li>• Knowledge in managing VoIP systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in high profile environments (e.g. luxury, finance, insurance, ...) or better in educational environment</li> <li>• Firewall management (Meraki).</li> <li>• Network knowledge on HP/Aruba networks</li> </ul>
<b>Qualifications and Accreditations</b>	<ul style="list-style-type: none"> <li>• Bachelorette degree in IT area.</li> <li>• Appropriate right to work in Switzerland</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> <li>• Microsoft certifications on cloud systems</li> <li>• Any other system's administrator certification can be evaluated</li> </ul>
<b>Personal Competencies and Attributes</b>	<ul style="list-style-type: none"> <li>• Strong organizational skills, high expectations and an eye for detail</li> <li>• Good problem-solving, analytical, and team-working skills.</li> <li>• English speaker (C2)</li> <li>• An openness to learning new technologies.</li> </ul>	<ul style="list-style-type: none"> <li>• Proficiency in French (B2) and/or other languages</li> </ul>

**HOW TO APPLY**

- Send an application file (CV and cover letter) to [recruitment@stgeorges.ch](mailto:recruitment@stgeorges.ch)
- Review and shortlist of applications, please note that only shortlisted candidates will be notified.
- Interview with the Regional IT Manager & the Principal

Due to the current COVID environment, interviews are likely to take place via MS Teams or another virtual platform.

All applicants will be expected to provide some if not all of the following (i) a supporting statement clearly outlining why they are interested in the position and school (ii) a CV with their details and history of employment and achievements (iii) at least two referees from a recent/current appointment

**SAFEGUARDING STATEMENT**

Inspired are committed to safeguarding and promoting the welfare of children and young people and if successful you are expected to share this commitment. The protection of our students' welfare is the responsibility of all staff and individuals are expected to conduct themselves in a way that reflects the principles and values of our organization.

Any successful applications will also be required to undergo rigorous child protection screening including checks with past employers and an enhanced DBS check as well as completing any relevant safeguarding assessment

### **EQUAL OPPORTUNITIES STATEMENT**

Inspired Education is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, colour, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by law.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Inspired makes hiring decisions based solely the skills, experiences and attributes needed to continue to deliver excellence.