POSITION: IT Helpdesk

ABOUT US

Huili School Shanghai provides pupils access to an education rooted in the traditional values and the progressive approach to learning synonymous with Wellington College. The vision is to inspire pupils to become intellectual, independent, individual and inclusive; our Huili identity. This will be based on a model that establishes a strong understanding of the rich and deep heritage and culture of China and being Chinese, while also establishes the values, aptitudes and knowledge needed to be an effective global citizen. We aim to prepare pupils for success during and after life at Huili.

Within a culture of shared vision, mutual respect, connection and belonging, open communication and inclusive practice, the Teacher will form an integral part of a close team who aspire to continually develop and evolve in their personal and professional development.

BASIC INFORMATION			
JOB TITLE	IT Helpdesk	**DEPARTMENT**	Non-academic
SUPERVISOR	IT Service Supervisor		

OBJECTIVES
This position will support school intranet/internet, and it will strengthen the mission and goals of the school by allowing IT to be more effective to attend the needs of the current and prospective network structure development.

KEY RESPONSIBILITIES:

1. Collaborates with the IT team to:
a. maintain client computer, printer and peripheral systems, IP telephones and VPN
b. install and implement hardware and software updates and enhancements
c. to report and log all help requests.
d. ensure the College ICT equipment inventory is accurate and up to date, assists with an annual inventory update.
e. Complete the delivery, imaging, installation, set up, configuration and testing of new client computer, printer and peripheral hardware, and software, in accordance with established procedures.
f. monitors usage of the client computer, printer and peripheral system resources and report any misuse and/or abuse.
2. Maintain connectivity of local area network and wide area network following College SLA
3. Maintain an awareness of the latest technology, trends and developments in client computer and networking
4. Ensures the timely processing of hardware, software and network following the College procedures.

JOB QUALIFICATIONS:

BASIC QUALIFICATION	**Education**	degree or similar
	Major	Information Technology
	Language	Fluent written and spoken English
EXPERIENCE	**Working Experience**	A minimum of 2 year experience
JOB REQUIREMENTS	1. experience in educational industry preferred 2. strong interpersonal communication skills 3. ability to work with teams, teachers, students and parents 4. possesses a keen sense of responsibility 5. ability to work to and meet deadlines	