

**Position Title: IT Support Officer****Department:** Administration**Reports To:** Head of Administration**Location:** The Duker Academy

Position Summary

The IT Support Officer is responsible for maintaining the school's technology infrastructure and ensuring that all digital systems, devices, and networks function efficiently. The role provides technical support to staff, students, and management while ensuring that classroom technology, administrative systems, and school communication platforms operate effectively.

The IT Support Officer will proactively maintain the school's IT environment, troubleshoot technical issues, manage technology assets, support school events, and implement cybersecurity best practices.

Key Responsibilities

1. Technical Support

- Serve as the first point of contact for all IT-related issues.
- Diagnose and resolve hardware, software, printer, and network problems.
- Respond to staff requests promptly and professionally.
- Escalate complex technical issues to external vendors where necessary.
- Maintain an IT support log and track issue resolution.

2. Hardware & Device Management

- Install, configure, maintain and repair desktops, laptops, tablets and other devices.
- Prepare devices for new staff and students.
- Configure user accounts, email accounts and permissions.
- Replace faulty hardware where required.
- Maintain school printers, scanners and photocopiers.



3. Network & Internet Management

- Monitor internet connectivity across the school.
- Maintain Wi-Fi access points and network performance.
- Assist with network troubleshooting.
- Ensure secure access to school networks.
- Coordinate with internet service providers when required.

4. Educational Technology Support

Support all classroom technology, including:

- Interactive displays/Smart Boards
- Projectors
- Audio systems
- Classroom computers
- Student devices

Provide technical support for:

- Toddle
- Lillio
- SmartSapp
- Google Workspace
- Microsoft Office
- Zoom/Google Meet
- Other approved educational software

Assist teachers with classroom technology before and during lessons when necessary.

5. Systems Administration

Maintain and support school systems including:

- Staff email accounts
- Shared drives
- File storage
- User permissions
- Password management
- Cloud storage
- School databases



6. IT Asset Management

- Maintain an updated inventory of all IT equipment.
- Record serial numbers, warranties and purchase dates.
- Track assignment of laptops and devices.
- Recommend equipment replacement schedules.
- Conduct periodic asset verification.

7. Cybersecurity & Data Protection

- Install and maintain antivirus software.
- Ensure regular software updates.
- Implement password security standards.
- Monitor devices for security threats.
- Assist in maintaining data privacy and confidentiality.
- Support data backup and recovery procedures.

8. Preventive Maintenance

- Conduct routine maintenance on all school devices.
- Ensure operating systems and software remain updated.
- Test backup systems regularly.
- Replace aging or faulty equipment before failures occur.
- Keep server rooms and network cabinets organized.

9. Event & Operational Support

Provide IT support during:

- Parent meetings
- Staff meetings
- Assemblies
- Graduation ceremonies
- School performances
- Professional development sessions
- Admissions events
- Online meetings

Set up:

- Projectors
- Audio systems



- Microphones
- Live streaming equipment
- Presentation systems

10. Vendor Coordination

- Liaise with external IT service providers.
- Coordinate repairs under warranty.
- Monitor service quality.
- Obtain quotations for new equipment.
- Assist in technology procurement.

11. Documentation

Maintain documentation including:

- IT policies
- Network diagrams
- Device inventory
- User guides
- Password records (securely maintained)
- Software licenses
- Maintenance schedules

12. Training & User Support

- Train staff on new technologies.
- Develop simple user guides.
- Promote good cybersecurity practices.
- Support the onboarding of new employees on school systems.
- Provide basic technology orientation to staff.

General Responsibilities

- Maintain confidentiality of school information.
- Support continuous improvement of technology services.
- Ensure compliance with school policies.
- Perform other duties assigned by Management.



Key Performance Indicators (KPIs)

- Average IT support response time.
 - Average issue resolution time.
 - System uptime (network and internet availability).
 - Number of recurring technical issues.
 - Preventive maintenance completed as scheduled.
 - Accuracy of IT asset inventory.
 - User satisfaction ratings from staff.
 - Percentage of devices updated and secured.
 - Successful support of school events without IT disruptions.
 - Compliance with software licensing and cybersecurity standards.
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Qualifications

Education

- Diploma or Bachelor's Degree in Information Technology, Computer Science, Information Systems, or a related field.

Experience

- Minimum of 3 years' experience in IT support.
- Experience supporting educational institutions is an advantage.
- Experience with Google Workspace and Microsoft Office 365.
- Experience with networking and Wi-Fi management.
- Experience managing Windows and Mac devices.

Skills & Competencies

Technical Skills

- Hardware troubleshooting
- Network troubleshooting
- Printer support
- Windows and macOS administration
- Basic server administration



- Cloud services
- Microsoft Office
- Google Workspace
- Cybersecurity fundamentals
- Audio-visual equipment support

Soft Skills

- Excellent communication skills.
- Strong customer service orientation.
- Problem-solving ability.
- Patience and professionalism.
- Strong organisational skills.
- Ability to prioritise multiple requests.
- Ability to work independently.
- High attention to detail.

Working Relationships

The IT Support Officer works closely with:

- Head of Administration
- Head of Academic Affairs
- Teachers
- Administrative Staff
- Students
- Parents (where necessary)
- External IT vendors
- Internet Service Providers