

# Keystone Academy

## Job Description and Person Specification

<b>Position:</b>	<b>Helpdesk Engineer</b>
<b>School Section:</b>	<b>Whole School</b>
<b>Reports to:</b>	<b>Helpdesk Manager</b>
<b>Qualifications:</b>	<b>B.S. Degree in Computer Science or related areas</b>
<b>Hours of Work:</b>	<b>08:00 – 17:00 on normal days</b>
<b>Period of Appointment:</b>	<b>Full-time</b>

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### **JOB DESCRIPTION**

#### **Role Description / Working Relationships**

Keystone Academy helpdesk technician is a key member of helpdesk team, which works closely with teachers, students and staff on campus, and also vendors to provide efficient support to Keystone community on a variety of requests. Identifies, researches, and resolves technical problems of hardware and software, performs routing and nonrouting tasks related to the system installation, device repair, maintenance and user training to provide excellent educational opportunities that benefit both teaching and student learning at Keystone.

#### **General Duties and Responsibilities:**

The successful candidate should have a good overview on the user needs in terms of daily use of computer, software, network, telephone, printer, cloud services and various systems. This position will be focusing more on Microsoft Office 365. Collaborates with Help Desk Manager to:

- Respond to telephone calls, email and walk-in requests for technical support.
- Manage Microsoft 365 admin portal and monitor service health.
- Manage Microsoft 365 licenses assignment and billing.
- Administer and support Microsoft Teams and related policies.
- Document, track and monitor the problem to ensure a timely resolution.
- Troubleshoot and resolve issues with user access to Microsoft 365 services.
- Maintain client computer, printer and peripheral systems.
- Work with Microsoft and 3rd party vendors to develop, support all Keystone Academy's needs on Microsoft Services, and deliver the quality as required.
- Provide training on Microsoft 365 capabilities and collaboration tools to Keystone users.
  
- Analyze hardware and software problems and develop solutions.
- Test, install and implement hardware and software used at Keystone.
- Develop and install master hard drive images, distribute Mac OS, software and software updates to clients.
- Perform change management, and conduct test prior to the proposed upgrade or change to ensure the result is as expected.

- Develop and maintain documentation relating to imaging, installation, setup, configuration, testing and maintenance procedures, to ensure accuracy, consistency and accountability.
- Ensure Keystone IT equipment inventory is accurate and up to date, and responsible for an annual inventory update.
- Participate in regular periodic hardware, software, network and system training.
- Monitor usage of the client computer, printer and peripheral system etc. resources and report any misuse and/or abuse.
- Maintain an awareness of the latest technology, trends and developments in various hardware, software and systems as they relate to schools in general, and Keystone in particular.
- Performs other duties as directed by the Help Desk Manager that are not inconsistent with the qualifications and skills required for this position.

### **Qualifications, Experience & Competencies:**

#### **A. Qualifications:**

- Degree in related field preferred.
- Formal computer technology qualifications preferred.
- Certificate of Microsoft 365 is a plus.
- Solid knowledge of Apple OSX is preferred.

#### **B. Experience:**

- 5 years successful working experience in a technical service field.
- Office 365 administration experience.
- Extensive skills, knowledge, and successful experience on the operations and functions of Azure, Microsoft Team, SharePoint, OneDrive, PowerShell, etc.
- Mac OSX and iPad OS administration experience.
- Has knowledge of commonly used concepts, practices, and procedures.
- Skills, knowledge, and successful experience of current versions of common software, e.g. MS Office and MS Outlook.

#### **C. Personal Skills/Qualities:**

- Positive and an energetic demeanor.
- Possesses a keen sense of responsibility
- Work and communicate effectively with teams, teachers, students, guests and parents
- Ability to communicate with users in both Chinese and English proficiently.
- Ability to work independently, orderly and precisely
- Deal with problems tactfully and with sensitivity for the end user
- Ability to use good judgment independently
- Ability to learn new systems, updates and develop appropriate procedures independently
- Ability to self-educate when formal instruction is not available
- Provide positive customer service with a helpful, proactive attitude
- Ability to work to and meet deadlines
- Willingness to work additional hours