# Desktop Support Technician

Al Khor International School is one of the largest international schools in the Middle East with over 4,000 students.  We are owned by RasGas and Qatargas, the world's two largest producers of liquefied natural gas.  The school has exceptional facilities and is located within Al Khor Community.

We are now inviting applicants for the post of Desktop Support Technician with an immediate start.

**The Role**

- To conduct periodic and ad-hoc maintenance to end user devices to resolve IT hardware and software problems with computers, within department time and quality standards.
- Support users with their computers and other equipment (such as smart boards, printers etc.) through provision of advice, training and first level of IT support to their problems.
- Escalate any complicated problems to the Vendors or Network and Server Support personnel as and when required to ensure the reported issues are resolved.
- Maintain a good knowledge of IT application packages and regularly update the desktop infrastructure at AKIS to ensure that all desktops at AKIS are maintained as per the latest technology.
- Identify opportunities for continuous improvement of systems, processes and practices taking into account 'international leading practice', improvement of business processes, cost reduction and productivity improvement.
- Assist in the preparation of timely and accurate departmental statements and reports to meet AKIS and department requirements, policies and standards.

**The successful candidate will have:**

- Bachelor's Degree in IT or related discipline
- 3 years' experience in desktop support operations
- Mac OSX support experience
- MCSE certification is required
- FrogLearn or other VLE support experience beneficial
- Excellent written and verbal communication skills

This is a great opportunity to join an international school that is building on its already successful results and reputation, and is committed to becoming an outstanding school and centre of excellence in the region.

To apply, please send your CV to recruitment@akis.sch.qa.

To view all our current vacancies please visit our website: www.akis.sch.qa.

*The deadline for receipt of applications is **30 September 2016**.*
Only shortlisted candidates will be contacted.