Employment Vacancy
ICT- Technician

Position Title	ICT Technician – VISS Khorfakkan
Reports to	ICT Administrator
Managed	Head of School Campus

PRIMARY ROLE/PURPOSE:

To be responsible for the management, maintenance and development of all ICT equipment and the provision of technical advice and support for ICT curriculum related activities together with in-house development and support for teaching and learning.

ROLE

Technical ICT Support.

- Install new software and hardware.
- Secure security codes and ensure the safe set up of new equipment.
- Set up equipment such as laptops, sound systems, and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
- Manage technical and audio requirements in the Auditorium
- Manage interactive and promethium boards
- Deliver hardware and resources to work areas and classrooms as required.

Roles & Responsibilities:

- Coordinate and carryout VISS ICT Operations, Helpdesk and Technical Support.
- Managing the Printers, liaise with service providers, order supplies and services, update the print volume etc.
- Accurate and up-to-date documentation of ICT Files, Staff Contracts, Device agreement etc.
- Coordinate with Curriculum team/ Leadership team for organising the ICT Requirements for any events.
- Administer user accounts, assign license for staff and students on Office365.
- Administer Staff, Students and Parents in SEQTA and other end user platforms and support them for using the services and recovering their accounts.
- Deploy hardware and software, update/upgrade rollout across the school.
- Managing the digital signage and update the contents across the school.
- Update and backup the apps for iPads and MacBooks
- Carrying out ICT Orientation and induction for new Staff and trainees on request.

- Coordinate with Purchase team for IT hardware and software procurement.
- Assist students, teachers, and parents for using the learning management systems
- Create and update Computer and User Accounts, manage groups (DL) on Directory.
- Manage users in Engage/SEQTA for parents, teachers, and students.
- Create and update Asset management/Inventory system for ICT hardware and software at CR.
- Create and deploy System Images for iPads and MacBook with Apple Configurator and Profile Manager.
- Administer the Mobile Device Management (MDM) using Cisco Meraki for iPads and MacBooks.
- Preparation of Instructions/Notifications, Usage Guidelines etc for staff.
- Assist with Teaching Equipment as required
- Create/update Staff ID card & enrol in the Access Control system.
- Coordinate with SLT for running of the STEM and Robotics.
- Coordinate with the ICT Team for annual ICT Budgeting.
- Coordinate with Technology Assistants for managing the Auditorium and equipment during events and assemblies.
- Work with Marketing/social Media team for their audio-visual requirements- filming and editing videos and other media files.
- Any other assigned ICT Related duties and responsibilities as required

Qualifications and Experience

- Degree / Diploma / Certification in Computer Science or related fields
- Experience in a similar role
- School experience preferred but not essential
- Apple Device experience preferred
- Some experience with sound decks and lighting preferred-not essential
- Willing to work in VISS Khorfakkan

Location of school

Our VISS Khorfakkan campus is located here in Khorfakkan, Sharjah, UAE

Application process

- Please submit a CV and cover letter outlining your suitability for the role
- Expected salary
- Submit all documents to **ictrecruitment@viss.ae**

Closing Date:

June 17, 2025

ICT Technician 2025