JOB DESCRIPTION

Title	IT Support Specialist
Department	IT
Reports to	IT Manager
Location	Villars-sur-Ollon

Purpose *(why the position exists, **within** what limits and with **what** objectives)*	The IT Support Specialist supports staff, students and infrastructure of the College Alpin Beau Soleil. The ultimate goal of the Support Specialist is to ensure that staff can use their IT equipment with a high level of availability and quality. So the Support Specialist is actively involved in the management of the support requests, continuous improvement of the tools, efficiency of working procedures and infrastructure.

Key Responsibilities	**IT Support**
	• 1 to 3rd level of support of IT equipments and solutions
	    o Computers
	    o Tablets
	    o Printers
	    o Phones
	    o TVs
	    o Software
	
	• Collaboration with service technician, suppliers and partners for the resolution of complex issues.
	
	• Management of communication with staff
	    o Unplanned service degradation/unavailability
	    o Planned service degradation
	
	• Creation and update of support documentation for the staff and internal working procedures.
	
	• Management of ITSM solution
	    o Management of tickets' priorities
	    o Spread of tickets to other team members
	    o Quality Management
	        ▪ Ensure tickets are resolved with the right quality
	        ▪ Ensure tickets are resolved in a timely manner
	        ▪ Reporting on tickets' status
	    o Reporting about IT Support to management
	
	System Administration
	• 1-3 level of support of Infrastructure
	    o Physical and Virtual Servers
	    o Storage Servers
	    o VSphere/VCenter environment
	• 1-3 level of support of Network
	    o Cabled Network (RJ45 and Fiber)
	    o Internet

	o WiFi Network
	
	Hardware Management
	• IT Inventory management
	• IT Stock management
	• Management of hardware resources loaned to staff and students
	• Installation and repair of hardware
	• Printers management
	• Reporting on Hardware status to Management
	
	Teaching and Learning support
	• Training of staff for the usage of IT solutions and equipments
	    o Software
	    o School IT Equipment (TVs, Card Access, Beamers)
	    o Computers and Tablets
	    o Printers
	• Knowledge sharing with other team members
	
	Event support
	• Management of requirements
	• Planning and preparation of necessary equipment for events
	• Presentation of digital content during events
	• Support usage of equipment during the events

Education	• CFC in Information Technology or equivalent
Languages	• Fluent in English and French
Technical Skills	• Minimum 2 years of experience in a similar position • Servers maintenance • Network maintenance • ITSM knowledge and administration • PC installation and repair • Printer installation and repair
Soft Skills	• Well organized, able to respect priorities, planning and deadlines • Result, Solution and Customer oriented • Focused on continuous improvement • Work independently • Positive and energetic attitude • Good Communication • Good collaboration with team, external partners, suppliers • Meticulous • Team player