Position Details

Position Name: Service Desk Support Analyst
Reports to: IT Head of Infrastructure
Time commitment: Full-Time

School Core Values

- Engagement: Approach life and work with complete attention, involvement and curiosity with the responsibility to make a positive difference in the world
- Ingenuity: Exhibit creative problem solving through experimentation, collaboration, research, and play
- Adaptability: Being able to adjust and thrive in a complex, rapidly changing environment
- Generosity: Ability to treat others with empathy, kindness, and respect in both word and action
- Happiness: Demonstrate to pursue happiness as a life goal, with awareness that some of the journey will be difficult, requiring self-knowledge and fortitude.

Preferred Qualifications and Experiences

- Technical degree or equivalent qualifications in Systems analyst
- Technical degree or equivalent qualifications in Computer science -prefered
- Knowledge in MDM (Jamf & AD), Windows 10 & 11, MacOS, IOS, Android,
- Fully bilingual in Spanish and English with advanced written and oral communication skills.
- Advanced English communication skills, both written and oral.
- Experience in a multicultural school environment.

Skills

- Intuitive and problem solving oriented
- Guide and solve technical requests
- Excellent communication skills
- Self-learning and research skills
- Service oriented
- Strong interpersonal skills

Main Duties and Responsibilities

- First line technical support to students, staff and faculty.
- Technical capabilities within ICT solutions, such as, AV, endpoints as Windows, Android and MacOS, basic Networking, basic systems knowledge.
- Understand the customer's environment and service delivery requirements.
- Documents actions and knowledge in resolving routine customer enquiries ensuring established processes are followed and improving the knowledge base.
- Understand basic customer problems, identifying the nature and solutions to it.

- Troubleshoot both in presence and remote user inquiries.
- Escalates issues to other specialist areas, providing wide knowledge and support to the customer to enable first class service.
- Organize, update and populate the school's IT Inventory systems.
- Perform user administrative tasks.
- Other tasks delegated by the supervisor.

International School Nido de Aguilas is an equal opportunity employer. We thrive on being a diverse environment and seek the best talents who will contribute to generating an inclusive work environment. All qualified applicants will receive consideration for employment without regard to their gender, age, religion, race, ethnicity, marital status, cultural background, sexual orientation, languages, abilities, or any other personal characteristic.

Interested candidates should send their letter of interest along with their CV and reference list by **May 27th** to Antonia Bragado (abragado@nido.cl).