

Renaissance College opened for students in August 2006 and will ultimately provide an all-through education for 2,100 students aged 5 to 18 years. With advanced design and facilities, Renaissance College is testament to ESF's continuing contribution to the future of quality education in Hong Kong, featuring first-class amenities such as a dedicated sports centre with sports hall and swimming pool, cafeteria, library and performance arts centre; and high-level infrastructure for Information and Communication Technology. We have a fully developed 1:1 Apple laptop programme for over 1100 students and further 500 school owned Apple laptops and desktops. We also have a growing iPad programme.

ICT Senior Helpdesk Technician

The roles and responsibilities will include, but not necessarily be limited to:

- Provide technical support to students, teachers and support staff including but not limited to software troubleshooting and training, hardware setup, network diagnosis
- Administration of software licenses, hardware inventories and procurement
- Coordinate helpdesk management services and operations including service call logs
- Assist with student laptop ordering
- Provide Apple mobile device management eg syncing and configuration
- Diagnostic and setup of display equipment such as projectors, IWB and document cameras

Personal skills and attributes:

- Apple Certified Support Professional with a recent Mac OS Support Essential certification (10.6 or later)
- At least 3 years experience in an Apple environment, preferably school or other educational institution with a 1:1 program
- Experience of Mobile Device Management, preferably iOS/iPad
- High initiative, self-starter and self-motivated team player with strong analytical and problem solving skills
- Excellent communication skills in both written and verbal English especially ability to communicate technical concepts in layman's terms
- Strong organizing skills essential
- Ability to adapt to changing situations and to learn new skills
- Ability to work independently but also as part of the ICT team
- Friendly, approachable manner towards staff and student users

All applications must be submitted online at <https://jobs.esf.edu.hk>

Applicants must have a visa permitting them to work in Hong Kong.

Applicants not contacted within six weeks may consider their applications unsuccessful. Applicants must have a visa permitting them to work in Hong Kong.

ESF is an Equal Opportunities Employer.

Personal data provided by job applicants will be used strictly in accordance with the ESF Educational Services Ltd's Personal Data Policy, a copy of which will be provided immediately upon request.

Website: www.renaissance.edu.hk