



Job Description

Junior IT Support Executive

At Verdala International School (VIS), we believe that each employee makes a significant contribution to our success and that contributions should not be limited by the assigned responsibilities. Therefore, the job description is designed to outline primary duties, qualifications, and job scope but does not limit the employee or VIS to only the work identified. It is a basic expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our school.

At VIS, we use safer recruitment practice and pre-employment background checks, to maintain the highest standards of safeguarding and child safety. Staff are asked to sign a code of conduct on an annual basis and expected to adhere to our standards and practices. We engage with our values of respect, integrity, dedication and empathy through our professional work and relationships within our community.

Purpose of Role

The Junior IT Support Executive is responsible for providing primary technical assistance and maintaining day-to-day operations of VIS IT resources, contributing to a secure, efficient technological environment.

Reports To : Senior IT Executive/Director of IT Integration

Member of : IT Support Services

Key Duties

- Provide initial helpdesk support to staff and students
- Assist with setup, maintenance, and basic troubleshooting of IT hardware and software
- Support administration of user accounts, permissions, and passwords
- Participate in maintaining accurate documentation and asset management
- Assist with monitoring and maintaining security protocols and compliance

Qualifications and Experience

- Diploma or Bachelor's degree in IT or a related field
- Basic knowledge of devices, operating systems, networks, and general IT troubleshooting
- Good interpersonal and communication skills
- Familiarity with Google Workspace and cloud services (*Desirable*)
- Basic understanding of cybersecurity principles (*Desirable*)
- Interest in gaining certifications in IT (e.g. Apple, Google, Microsoft) (*Desirable*)