



Job Description

Job Title: 3x IT Service Desk Analyst

Reporting into:	Global Service Desk Manager
Full Time/Part Time:	Full Time
Contract Length:	N/A Permanent
Closing Date for Applications:	28 February 2023
Languages Required	English
Location	Head Office (Fourways)

Inspired is seeking to appoint an **3x IT Service Desk Analyst** to join us in **2023** on a **permanent** basis.

“Inspiring Academic Excellence Across 5 Continents”

A definitive statement of excellence in private education, Inspired is a co-educational, non-denominational, independent school group designed to inspire students to achieve their maximum potential in a nurturing, progressive academic environment from ages 3 months to 18 yrs.

Inspired offers a fresh and contemporary approach to education by re-evaluating traditional teaching methods and curriculums, and creating a more dynamic, relevant and powerful model reflecting current attitudes. We nurture the unique individuality, talent and self-assurance of each student, equipping them to take on the world with the skills and confidence to ensure success.

Our current portfolio of 70+ schools currently operates across Europe, Asia-Pacific, Africa, the Middle East and Latin America, with quick ongoing expansion foreseen. The group has grown exponentially since its founding 7 years ago and offers a unique opportunity to join a connected global community obsessed with a dedication to excellence.

We take great care when selecting new colleagues to join Inspired Education and hand pick every single role. We believe true excellence in education is only achieved through an inspiring and passionate team with whom are dedicated to supporting our schools to recruit and retain students by sustaining engaging and inspiring learning environments through our 3 pillars of: Performing and Creative Arts; Academics and Sport.

Professionalism, responsive teaching, specialist knowledge, strong planning, excellent qualifications and an outstanding personal reputation, are just few of the core requirements we look for when recruiting Inspired teaching staff.

For more information about us, please visit [Inspired Schools - Premium Private Education \(inspirededu.com\)](https://inspirededu.com)



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OUR TEAM

As part of our global standardisation initiative, we have re-organised our IT Operations department in South Africa to provide a professional and effective IT service. This strategy increases our competitive edge in the private schooling sector. Within the multinational group, our IT departments continually transfer best practice knowledge between our various schools in the different countries.

The South African IT support staff will work in a dynamic, fast-paced environment which provides services to all users both onsite and via remote connection. Service enquiries will go through the Centralized Service Desk. As part of the Inspired Group, this position will also have responsibility for Group IT Projects. The South African IT Operations team will form a significant part of the Group as a central hub.

WHY APPLY

“Be at the forefront of International Education”

When you join Inspired, you become part of a unique global community of passionate professionals, with unrivalled access to extensive guidance, support and advice all focused on creating a culture of excellence in education.

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The IT Service Desk Analyst will be responsible for the day-to-day First Level IT Support for all the Inspired Schools and Head Offices globally.

We are looking for a competent Service Desk Analyst (Level 1 Support) who can provide fast and useful technical assistance on computer systems. The Level 1 Service Desk Analyst will be responsible for answering queries on technical issues, log tickets and offer advice to resolve these issues. The main goal is to create value for our internal clients to preserve our Company's reputation and ensure ongoing sustainability.

Duties of the IT Service Desk Analyst include:

- Serve as the first point of contact for internal customers seeking technical assistance
- Ensure that all tickets are responded to, followed-up, escalated and/ or resolved within the agreed SLA.
- Perform onsite and remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issues logged by the internal customers.
- Guide the internal customer through the problem-solving process.
- Direct unresolved issues to the next level of support.
- Record events, problems, and the resolution in logs.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- To ensure adherence to all Inspired processes, policies, and procedures as per prescribed compliance.
- Extensive M365 and Google Suite knowledge and experience required (user administration/ maintenance, SharePoint administration, Azure AD experience)
- Desktop/ hardware knowledge and experience required
- Identify and suggest possible improvements on procedures.
- 4 shifts across a 24-hour period that you will be required to work in a rotation basis.
- Perform daily checks at the SA Head Office.

- **Organisation Responsibilities**

- This position reports to the Global Service Desk Manager.

Requirements of the role:

- **Hard skills:**

- Educated to diploma or certification level
- Proven experience as an IT Service Desk Analyst or other customer support role, preferably 3+ years
- Tech savvy with working knowledge of Operation Systems (Windows, macOS, ChromeOS, iOS, Android), Office Productivity Tools, remote access
- Highly computer literate in MS Office /Google Suite
- Good understanding of computer systems, mobile devices, and other tech products
- Ability to diagnose and resolve basic technical issues
- Extensive M365 and Google Suite knowledge and experience required (user administration/maintenance, SharePoint administration, Azure AD experience)
- Desktop/ hardware knowledge and experience required
- Advanced level in English (both written and verbal)

- **Soft skills:**

- Excellent collaborator and communication skills
- Attention to detail
- Take accountability
- Customer-oriented attitude to deal with difficult customers
- Ability to communicate effectively to understand the problem and explain the solution
- Ability to think analytically, conceptually, and systemically to resolve problems
- Works well in a team
- Self-starter who takes initiative, accountability and ownership of tasks that are put forward/ raised
- Ability to solve problems and make decisions
- Punctual and time focused

- **Additional skills:**

- ITIL experience
- SDI Service Desk Analyst certification (Advantageous)
- Experience with (Student) Management Information Systems
- Experience with CRM Systems

- **The Perfect Match:**

- You will flourish in this role if you enjoy working in IT and dealing with clients in a fast-growing international organization.

WHAT WE'RE LOOKING FOR

	ESSENTIAL	DESIRABLE
Skills and previous experience	<ul style="list-style-type: none"> • IT Service Desk Analyst or other customer support role, preferably 2+ years • Proven experience as an • Tech savvy with working knowledge of Operation Systems (Windows, macOS, ChromeOS, iOS, Android), Office Productivity Tools, remote access • Highly computer literate in MS Office /Google Suite • Good understanding of computer systems, mobile devices and other tech products • Ability to diagnose and resolve basic technical issues • Advanced level in English (both written and verbal) • ITIL experience • Experience with (Student) Management Information Systems • Experience with CRM Systems 	
Qualifications and Accreditations	<ul style="list-style-type: none"> • Educated to diploma or certification level • SDI Service Desk Analyst certification (Advantageous) 	
Personal Attributes	<ul style="list-style-type: none"> • Excellent administrative skills • Excellent communication skills • Attention to detail • Take accountability • Customer-oriented attitude to deal with difficult customers • Ability to communicate effectively to understand the problem and explain the solution • Ability to think analytically, conceptually, and systemically to resolve problems • Works well in a team • Ability to solve problems and make decisions • Punctual and time focused 	

HOW TO APPLY

To apply for this post, please send an email to atika.mansoor@inspirededu.com completing the application form below which needs to be emailed together with an up-to-date CV. Your application only be reviewed if you supply both the completed application form and CV.

Due to the current COVID environment, interviews are likely to take place via Skype, MS Teams or another virtual platform.

All applicants will be expected to provide some if not all of the following (i) a supporting statement clearly outlining why they are interested in the position and school (ii) a CV with their details and history of employment and achievements (iii) at least two referees from a recent/current appointment

SAFEGUARDING STATEMENT

Inspired are committed to safeguarding and promoting the welfare of children and young people and if successful you are expected to share this commitment. The protection of our students' welfare is the responsibility of all staff and individuals are expected to conduct themselves in a way that reflects the principles and values of our organization.

Any successful applications will also be required to undergo rigorous child protection screening including checks with past employers and an enhanced DBS check as well as completing any relevant safeguarding assessments

EQUAL OPPORTUNITIES STATEMENT

Inspired Education is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, colour, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by law.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Inspired makes hiring decisions based solely the skills, experiences and attributes needed to continue to deliver excellence.

TEMPLATE APPLICATION FORM

Introduction

Inspired is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer Recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Please complete the following form as fully as possible. Please attach your CV in addition to the completed application form. The information requested below complies with Inspired's guidance on safer recruiting.

POSITION APPLIED FOR:	
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1. PERSONAL DETAILS			
Title (Dr/Mr/Mrs/Miss/Ms)			
First Name and Surname:			
ID Number:			
Current Address:			
Postcode:			
Previous Address, covering the last five years if different from above			
Home Telephone No:		Work Telephone	
Mobile Telephone No:		Email:	
Do you have Qualified Teacher Status?			
SACE Number:			

2. OTHER INFORMATION	
Are you related to any employee of the School?	
If yes, who?	
Please state where you saw this post advertised	

3. EMPLOYMENT

Please supply a full history in chronological order (with start and end dates) of all previous employment and/or activities since leaving secondary education.

Please state the reason for leaving each position in full.

Employer Name & Address	Job Title	Date From/to dd/mm/yy	Current or Final Salary, Reason for Leaving

5. GAPS IN EMPLOYMENT

If there are any gaps in your employment history, please give details and dates

7. REFERENCES

Please supply the names and contact details of three people who we may contact for references. One of these must be your current/most recent employer. If the employer is a school, it is expected that in most cases the Head Teacher or Deputy Head will be the referee. Where you are not currently working with children, but have done so in the past, one referee must be from the employer by whom you were most recently employed in work with children. **Please note, references will not be accepted from relatives or from referees writing solely in the capacity of friend.**

The School intends to take up references from all shortlisted candidates before the interview where possible. The School reserves the right to take up references from any previous employer.

1. Name		2. Name	
Position		Position	
Address		Address	
Tel No.		Tel No.	
Email.		Email.	
In what capacity do you know the above?		<i>In what capacity do you know the above?</i>	
May we contact prior to interview?		May we contact prior to interview?	
3. Name			
Position		If you were known to either of your referees by another name, please give details:	
Address			

Tel No.		
Email		
In what capacity do you know the above?		

10. DECLARATION	
<p>As the job for which you are applying involves substantial opportunity for access to children, it is important that you provide us with legally accurate answers.</p> <p>Upfront disclosure of a criminal record may not debar you from appointment as we shall consider the nature of the offence, how long ago and at what age it was committed and any other relevant factors. Please submit information in confidence enclosing details in a separate sealed envelope which will be seen and then destroyed by the appropriate responsible person. If you would like to discuss this beforehand, please telephone in confidence to the Head of School.</p> <p>Please disclose any unspent convictions, cautions, reprimands, or warnings.</p> <p>You should be aware that the School will institute its own checks on successful applicants for short listing.</p> <p>Failure to declare any convictions may disqualify you for appointment or result in summary dismissal if the discrepancy comes to light subsequently.</p> <p>Please delete as appropriate:</p> <p style="text-align: center;">I have nothing to declare OR I enclose a confidential statement</p> <p>I confirm that the information provided by me on this application form is real and correct and gives a fair representation of my qualifications and work experience. I also declare that I have read and understood the data protection clause and I consent to the processing of the personal data provided during the recruitment process and during employment, if I am successful.</p> <p>SIGNATURE DATE</p> <p>Where this form is submitted electronically and without signature, electronic receipt of this form by the School will be deemed to be equivalent to submission of a signed version and will constitute confirmation of the declaration.</p>	

INFORMATION ON DATA PROTECTION

The POPIA Act aims to regulate, in harmony with international standards established under the General Data Protection Regulation (EU) 2016/679 (GDPR), the processing of personal information held by public and private bodies in a manner that gives effect to the right to privacy and describes how organization’s — including Inspired must collect, handle process, and store personal information.

Inspired informs you that according to the POIPA Act the personal data provided and collected in this application form will be processed and automatically included in our files with the exclusive purpose of managing the personnel selection processes that are carried out. We rely on the lawful basis of legitimate interest.

By completing this application form, you are authorising the processing of your data for the purposes expressed above. Your data will be kept in our files for the term of 6 (six) months under the required security measures and for the indicated

purpose, as well as to properly manage the application to the employment position for which you may be interested and /or for future selection processes that may be adjusted to your profile. Once the purpose has expired, your data will be safely deleted.

You expressly consent to the personal data being transferred to other schools within Inspired that may be interested in your work profile. Said schools may be located in United Kingdom or outside of EU or in any other country, even in those that do not offer a level of protection comparable to our data protection regulations. In these cases, Inspired is fully committed to transfer you data under the appropriate safeguards.

Inspired guarantees the proper use of the information, and especially, the full confidentiality of the personal data contained in our files, as well as full compliance with the obligations regarding the protection of personal data.

In the event of any modification of your personal data, we ask you to notify us in writing with the sole purpose of keeping your job application or curriculum vitae duly updated.

Likewise, we inform you that you can exercise your data protection rights (access, rectification, object, erasure, or get information about other rights), or withdraw your consent at any time, by sending us a written request to the email addresses indicated in the header of this clause.

Finally, we will request from you information and contact details about your previous employers with the aim to get professional references. The applicant undertakes to provide said information with the prior written agreement of such employers, having informed them previously of the following: a) they will provide your personal information only for professional purposes; b) we will process such references exclusively for the aforementioned purposes;) Inspired recognises to previous employers the exercise of their data protection rights, and they can exercise them by sending us a written request in the above indicated terms.