

INSPIRED

TECHNICAL SUPPORT REGIONAL TEAM LEAD (LEVEL 3)

MULTIPLE LOCATIONS
Gauteng AND Western Cape

REPORTING LINE
Country IT Operational Manager

CONTRACT TYPE
Permanent

SCHOOL PHASE
ELS / PREP/ COLLEGE

SALARY
Market related

ADVERT CLOSING DATE
6 April 2018

Inspired Background

Inspired is a leading premium schools group operating in Europe, Australia, Africa, the Middle East and Latin America educating over 25,000 students across a global network of over 30 schools in 11 countries. With offices in London, Johannesburg, Bogota, Sydney and soon Dubai, Inspired has regional teams to support our growing family of schools around the globe. To manage this diversity, we draw upon our wide range of educational and operational management expertise to share best practices across our group.

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 1 to 18.

Inspired offers a fresh and contemporary approach to education by re-evaluating traditional teaching methods and curricula, 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.

Inspired was founded by Nadim M Nsouli (www.inspirededu.co.uk) and has grown by acquisitions and greenfield development of new schools.

Position Summary

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 **Centralised Helpdesk**. 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.

The Technical Support Regional Team Lead will be responsible for the day-to-day delivery of an IT Support Service to all the Inspired Schools in the given regions: Reddam House and Reddford House.

We are looking for a competent Technical Support Regional Team Lead (Level 3 Support) who will handle the most difficult or advanced problems, including managing the regional Team of L2 support colleagues. Our expectation is for this person to be an expert in more relevant IT technician fields and be responsible for research and development of solutions to new or unknown issues. One of the primary function of this position is to supervise a variety of technical projects related to the setup, maintenance, and support the School's IT systems.

Duties of the Technical Support Regional Team Lead include:

- Being responsible for IT Operation within the region, inclusive of **8-10 colleagues**.
- **Manage caseloads** (full escalations and requests for assistance).
- Diagnose and **solve technical issues at 3rd Support Level** and where needed, escalate to external vendors and to other internal teams.
- Provide technical assistance and remote troubleshooting support including availability to perform on-call (after working hours) activities.
- Detect, investigate, recreate and raise defects. Track defects through internal systems and turn around fixes for production issues, set up environment to reproduce issues and test potential workarounds and develop ad-hoc solutions to address issues as workarounds.
- Write and review **technical documents** (Knowledge, Support Plans, Technical Advisory Bulletins) for internal and public use, leverage opportunities for continuing education.
- **Managing main IT stakeholders** in the regions.
- Work closely with the Country IT Operational Manager to improve **customer satisfaction**.
- Managing IT OPEX and IT CAPEX for the given region.
- Analysing tickets and work load for the given region.
- Handle change management.
- Supervise quality management.
- Organizing training.
- Ensuring service levels are met.
- Working with vendors.
- **Open to travel** between schools and sites.
- **Organisation Responsibilities**
 - This position reports to the Country IT Operational Manager.
 - The Technical Support Regional Team Lead manages the L2 Technicians (8-10 people), including the induction and performance management of team members and the management of sickness/absence and conduct etc.
 - Mentor and motivate the Level 1 and Level 2 Support Technicians.

Requirements of the role:

- **Hard skills:**
 - Educated to degree level
 - At least 8 years working experience as Level 3 Technician in a similar environment with at least 2 years Team Lead experience
 - ITIL experience
 - In-depth knowledge of the diagnosis, repair & debugging of software & computer systems
 - Must have in-depth knowledge LAN/WAN Networking and IT Network Operations experience
 - Demonstrate knowledge and understanding of technologies such as personal devices, laptops, tablets, Windows 7/8/10, macOS, Linux, ChromeOS, iOS, Android operating systems, WiFi, MiFi, Bluetooth, Broadband, network routing, remote access, personal productivity software, terminal emulators, and video conferencing technology
 - Expert level with Microsoft Office, Adobe, Google Suite
 - Networking and network administration experience, preferred network engineering background
 - HP network certified
 - In-depth knowledge and relevant experience of firewalls, network protocols and network security
 - VMWare experience (preferably certified)
 - (Ruckus) Wi-Fi experience along with installation, configuration and troubleshooting skills
 - Server administration experience
 - Webserver management experience
 - People Management and Team Lead Experience
 - Cloud based solutions knowledge

- Experience with both hardware and software issues
- Advanced level in English (both written and verbal)
- **Soft skills:**
 - Ability to interface and work with Executive Management in a highly dynamic, demanding, and mobile environment
 - Strong technical attitude and a desire to learn and work in a fast paced, dynamic environment
 - Ability to balance and prioritize multiple concurrent projects effectively
 - Flexibility in work schedule with an ability to be on call to address problems, escalations, and complete projects
 - Superior Customer service and analytical abilities
 - Ability to think analytically, conceptually and systematically to resolve problems, make decisions
 - Attention to detail
 - Able to work independently and efficiently
 - Excellent communication (oral and written), interpersonal, organizational, and presentation skills
- **Additional skills:**
 - Experience with (Student) Management Information Systems
 - Experience with CRM Systems
 - Strong knowledge of mobility concepts, mobile device management and mobile device operating systems
- **The Perfect Match**
 - You will flourish in this Team Lead role, if you have a preference to be a technical leader for 80%; and a people manager for the other 20% in a fast-growing international organisation

Steps to Apply

- Please send a copy of your resume to this email address - recruitment@inspirededu.com
- Your resume will be reviewed and if you meet the criteria we will contact you for an interview.

Thank you for your application. If you do not receive a response from us within one week, please consider your application unsuccessful