



Position	IT Technician
Location	St Margaret's College
Employee Name	
Reports to	IT Manager
Tenure	Full-time Permanent

SCHOOL INFORMATION

Our Vision

St Margaret's College offers a unique education for girls from Year 1 through to Year 13 for boarding and day girls. We have a dual pathway with NCEA and the International Baccalaureate Diploma programme and a strong emphasis on wellbeing and pastoral care as well as academic success. With a commitment to holistic education, balancing academic excellence with a multitude of co-curricular opportunities, St Margaret's College encourages students and staff to discover their passions and be the very best they can be.

A St Margaret's College education is founded on Anglican values with a focus on service and wellbeing and offered within a modern school environment promoting diversity, innovation, and sustainability. Each student is set up for success, joining a global alumni network of wāhine toa with the courage to embrace change, the confidence to lead, the desire to learn, and the drive to make a positive impact on the world.

Position Summary

The IT Technician provides day-to-day hardware, software, and instructional technology support for students, teachers, and administrative staff. This role manages the campus infrastructure, helpdesk ticket queue, asset inventory, and ensures classrooms are technologically prepared for daily teaching and learning. They will also need to be able to manage the day to day running of all IT systems in the absence of the IT Manager.

Essential Duties and Responsibilities

- **End-User Support:** Act as the first point of contact for campus IT issues. Diagnose and resolve hardware and software problems on MacOS, ChromeOS, Windows and iOS devices.
- **Classroom Tech Maintenance:** Install, configure, and maintain classroom multimedia tools, including projectors, audio systems, and Apple TVs.
- **Helpdesk Management:** Document, track, and prioritize all support requests via the help desk ticketing system. Escalate complex network or server issues to IT manager
- **Software & Testing Support:** Install and update approved applications. Assist school coordinators with setting up and troubleshooting secure digital environments for standardized testing windows.
- **Inventory Control:** Track and maintain accurate school asset records using the district's asset management system. Handle the intake of new equipment and the safe decommissioning of obsolete hardware.
- **Account Provisioning:** Assist with user account management, including student and staff password resets, access troubleshooting, and account deactivations.
- **Systems Administration:** Manage Mobile Device Management (MDM) platforms (Jamf, Google Admin Console & Microsoft Intune) to push policies, updates, and applications to endpoints.
- **Network & Infrastructure Support:** Troubleshoot network outages, including Wi-Fi access points, VoIP phone systems, network switches, and patch panels.
- **Security & Data Protection:** Follow college cybersecurity practices as well as completing ongoing cyber security training.
- **Staff Training:** Design and deliver training materials or workshops to upskill teachers and campus technicians on new software rollouts and modern educational technology tools.
- **Project Management:** Lead term break projects to ensure upgrades and changes infrastructure overhauls are completed before the start of term.
- **Livestreaming & AV support:** Provide assistance with the livestreaming or recording of school events.
- **Flexibility of time:** Flexible and responsive to shifting priorities, including occasional availability outside standard working hours.

Qualifications & Skills

- **Desirable Qualifications:**

- Apple - Certified support professional.
- Cisco – CCNA.
- Fortinet – Fortigate Certified administrator.
- Jamf - 100 Or 200 certified.

- **Required Experience:**

- 5+ years of enterprise or education IT support experience.
- Advanced knowledge in MacOS operating systems is a requirement.
- Hands of experience with Fortigate and Cisco Meraki switches and wireless access points.
- Working knowledge of Google Workspace & Microsoft 365,
- Good understanding of Jumpcloud, Duo or other IDP's is strongly preferred.
- Experience with Jamf and MS Intune MDM platforms.

- **Skills:**

- Advanced network troubleshooting i.e. being able to efficiently solve problems with layer 3 networks and wireless.
- Competent in scripting (PowerShell, Bash) for automated deployments;
- Deep understanding of the CISv8 framework and privacy laws.
- Experience with FileMaker Pro would be advantageous.
- Thrives in small team environments by building strong professional relationships while remaining fully capable of working independently.
- Delivers exceptional customer service with clear, adaptable communication across all age groups and technical skill levels, ensuring every user feels supported and understood.