

Job Description

Position : IT Officer

Reporting Relationship : IT Manager

Salary Placement: According to ISD Administrative Salary Scale

International School Dhaka (ISD) is a well-established, authorized IB World School offering PYP, MYP and DP programs. We are also accredited by the Council of International Schools (CIS) as well as the New England Association of Schools and Colleges (NEASC).

Description:

An IT support officer is mainly responsible for the smooth running of end user computer systems and ensuring users get maximum benefits with IT equipment.

The Role includes overall responsibility, accountability, and delivery on IT related work Key Performance Areas:

- Dealing with tenants and other stakeholders directly where necessary; analyzing and determining the nature of complex emergency responses,
- Providing Technical Guidance on solutions to operational works and problems, overseeing FM purchasing to procure goods and services in line with the relevant delegation of authority.
- Handling maintenance and construction projects; processing and maintaining records, managing service contracts and service level agreements, researching and compiling status reports and other reports, maintaining projects and compliance.
- Main duties and responsibilities
- Providing tech support to end-users for devices, such as MacBooks, iPads, IFPs, printers, Windows laptops and desktops etc.
- General fluency in English speaking, writing and understanding
- Installing OS and Apps in MacBook and Windows
- Configuring and troubleshooting WiFi Router devices.
- Basic Network & Wifi Troubleshooting
- Network Cable Crimping & Testing.
- Basic Knowledge on different Network Switches (PoE, Non PoE Switches)
- Experienced in MS Office Suite (Word, Excel, PowerPoint, etc.)
- Basic knowledge of Google Apps (Gmail, Drive etc.)
- Record School Activities using Digital Video Camera
- Help clients/users in presenting slides on the LED Screen & Projector.
- Offline UPS Battery replace
- Experienced in configuring & physically installing the IP Cameras on any locations.
- Preference of experience in Electrical work
- Communicative with the clients/users/colleagues
- Working with respective mentality as a member of any teams

Skills Required:

Accredited By



Council of International Schools (CIS), UK
New England Association of School and Colleges (NEASC), USA

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- Ability to Speak, Read and Write English.
- A flexible approach to work
- Ability to prioritize your own workload to meet deadlines.
- Ability to formulate and manage budgets in line with organizations strategic objectives.
- Ability to develop long-term plans and programs and to evaluate work accomplishments.
- Ability to read and interpret documents.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
- Make timely decisions.
- Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Relevant Experience

Minimum of 03 years' experience in IT field

Educational Experience:

- MBA/ Masters in any discipline
- Technical knowhow in Electrical system is preferred.

How to apply:

To apply for the vacant position, please submit your resume and a cover letter outlining your qualifications and interest in the role. Send your application to hr@isdbd.org with the subject line: "Application for "Position Title" June 4th, 2025