JOB DESCRIPTION

IT Junior Engineer

1. **Position Objective**
   The IT Junior Engineer will be responsible for maintaining all levels of technology access and technical support to every user at Generations Christian Education’s sponsoring and managing schools.

2. **Reporting To**
   The position holder reports directly to the IT Manager, and is responsible to the Chief Operating Officer and Executive Director.

3. **Key Responsibility Areas**
   The key duties relative to this position include:
   - Provide technical support to end users.
   - Manage various ICT equipment.
   - Technical support of software and hardware equipment.
   - Maintain inventory of technology assets.
   - Aid in management of external relationships with vendors and suppliers.
   - Maintain accurate documentation/reports on all school technology systems.
   - Perform ad hoc duties or projects as assigned by Supervisor.

4. **Organisational Relationships**
   a. Internal Liaisons: All levels of staff and school community members.
   b. External Liaisons: External service or product providers.

5. **Skills, Knowledge & Selection Criteria**
   The skills and knowledge required to perform the duties of the position include as follows:
   - Understanding in a wide spectrum of end-user technology support.
   - Excellent communication skills (written and spoken English and Cantonese).
   - Ability to accept direction, work independently and follow through accurately with strong attention to detail.
   - Positive attitude to take initiative and constructively express own opinions.
   - Passion to solve both foreseen and unforeseen problems through independent thinking.
6. **Qualifications**
   The qualifications and experience required for the position include:
   - A diploma holder in Computer Science or equivalent discipline.
   - A minimum of 1 year relevant experience.
   - Working experience in schools is definitely an asset.

7. **Management Skills**
   The required management skills include:
   - Strong time management skills and ability to multi-task.
   - Track record of both maintaining system services and increasing responsibilities with minimal support/ supervision.
   - Flexibility to handle a dynamic environment.

8. **Conditions of Employment**
   - Per individual contract.