

Vacancy: ICT Technician and Trainer



We are looking for:

Full-time ICT Technician and Trainer (ICTTT)

Starting: as of now

Core Responsibilities

- Transfer of ICT skills and knowledge to BIS Faculty/Staff
- iPad Management
- General ICT helpdesk tasks

Job Summary

Examples of main tasks are interpreted as being descriptive and not restrictive in nature.

- The ICT Technician and Trainer (ICTTT) trains BIS employees to reach a level of ICT skills to enable BIS employees to use ICT technology effectively and productively.
- The ICTTT may audit and report on the results of training sessions to the school academic leadership to identify strengths and areas in need of strengthening.
- The ICTTT ensures that there is an ICT skills scope and sequence from EL3 to Grade 10 which is integrated into the different subject areas and that this is reviewed on the same rotation basis as the other curriculum areas.
- The ICTTT provides troubleshooting for ICT supported applications and services by analysing problems and providing problem resolutions and handles support requests, backed by an electronic help desk system. In particular, the ICTTT responds to requests for technical assistance in person, via phone or electronically, diagnosing and resolving technical hardware and software issues, researches questions using available ICT BIS information resources and gives advice to the user on appropriate action by following the standard help desk procedures.
- The ICTTT supports the use of ICT in the classrooms and maintains technology assigned to classrooms, such as iPads and associated technology as needed.

Bonn International School e.V.

Board Chair: Silje Skogstad | Director: Patricia Baier | Martin-Luther-King-Str. 14, 53175 Bonn, Germany
T: +49 (0) 228 - 30854 0 | F: +49 (0) 228 - 30854 350 | info@bonn-is.de | www.bonn-is.de

German Association Number 4862 | USt-ID: DE268823417

Commerzbank Bonn | IBAN DE15 3804 0007 0386 4444 00 | SWIFT-BIC COBA DE FF XXX



Vacancy: ICT Technician and Trainer



- The ICTTT sets up the initial registration of digital learning materials and collaborates closely with the subject-leaders on this matter.
- The ICTTT is responsible for setting up, maintaining, and deploying school iPads, including the documentation of the workflow, assets and inventory and ensures that the ICT Agreements between BIS and students are followed, actively monitors appropriate use of school network services / apps in daily school operation and covers core tasks of daily operation in the ICT Department, as prescribed by the supervisor.
- The ICTTT supports the Database Manager in inputting and analysing student data on the student data platform.

Working Hours: 40 per week

Salary Placement: Haustarifvertrag

Qualifications Required: JamF certification for iOS required (CCT or better), tertiary Apple Support Professional and iPad Technical Training highly recommended

Skills required:

- Ability to train staff and students in the appropriate use of iPad applications
- Working knowledge of fundamental operations of software such as iOS and macOS
- Excellent communication skills in English and preferably German
- Customer service orientation
- Adaptability and flexibility and the ability to work within a team ● Well-developed analytical skills

Our BIS job diversity:

- Personal development: strong familiarization phase and various personal development options
- Corporate culture: flat hierarchy, open-door policy and diverse international work environment
- Social benefits: BIS labour agreement with 30 days holidays plus time-off during Christmas and New Year, retirement provision, free parking spaces

Bonn International School e.V.

Board Chair: Silje Skogstad | Director: Patricia Baier | Martin-Luther-King-Str. 14, 53175 Bonn, Germany T: +49 (0) 228 - 30854 0 | F: +49 (0) 228 - 30854 350 | info@bonn-is.de | www.bonn-is.de

German Association Number 4862 | USt-ID: DE268823417

Commerzbank Bonn | IBAN DE15 3804 0007 0386 4444 00 | SWIFT-BIC COBA DE FF XXX



Vacancy: ICT Technician and Trainer



- Occupational health system: modern and well-equipped workplace, social and health opportunities eg. international day, running group and an occupational health system •
Work-Life-Balance: flexible working times

This full-time position is limited for 2-years with a possibility to attain an unlimited contract after this period.

Questions? Contact our BIS HR-Team under 0228 – 308 54 220.

September 2021

Bonn International School e.V.

Board Chair: Silje Skogstad | Director: Patricia Baier | Martin-Luther-King-Str. 14, 53175 Bonn, Germany
T: +49 (0) 228 - 30854 0 | F: +49 (0) 228 - 30854 350 | info@bonn-is.de | www.bonn-is.de

German Association Number 4862 | USt-ID: DE268823417

Commerzbank Bonn | IBAN DE15 3804 0007 0386 4444 00 | SWIFT-BIC COBA DE FF XXX

