



# CALL FOR APPLICATIONS

## LOCAL CONTRACT

Title of the Position  
**IT HELPDESK ASSISTANT**

Place of work: **Lycée Français Denis Diderot – Nairobi – KENYA**  
Quota: **39 hours per week**  
Starting date: February 2024

### WHO WE ARE

Founded in 1962, the French School of Nairobi is one of the oldest and the most well-known international schools in Kenya. The school has continually grown in more than half a century of its existence. Today, it hosts more than 650 students between the ages of 2 and 18 years regardless of origin or religious persuasion. Our school fraternity of more than 50 nationalities affords each and every student an opportunity to self-actualize depending on their personality, preferences and abilities. This diversity is a distinct asset that we strive to capitalize on through innovative instruction and personalized teaching to meet individual needs.

### MISSIONS

Under the supervision of the IT Support, the IT Helpdesk Assistant provides computer support to end users across the school for routine computer hardware, software, other technology equipment, and school-related applications. He/She troubleshoots and diagnoses basic problems related to computer/information technology. Escalates complex issues to the IT Support Assistant to ensure timely resolution. Trains staff on various computer platforms and related components and software. Performs routine work with minimal supervision.

### FUNCTIONS

- Provide technical telephone support for internal end users on routine hardware and software problems including operating system support, application support, system access problems and database support.
- Troubleshoot and diagnose basic problems with computer equipment.
- Perform minor maintenance and repair on equipment, as necessary. Refers problems to IT Support Assistant if unable to resolve.
- Provide technical support to students' in-person, via email, chat and/or phone regarding various computer related issues and problems.
- Assist the teaching staff with printing and binding of books and materials.
- Input data in Help Desk tracking system and assists with maintenance.
- Contribute to departmental projects as assigned.
- Participate and assist in the organization of ICT related training for the staff
- Perform security vulnerability checks against organization systems and carrying out remediation tasks.
- Ensure logging of incidents in an accurate and informative manner; as and when they occur.
- Install projectors and offer training manuals to teachers on usage.
- Perform other related duties as assigned.

### TRAINING & EXPERIENCE REQUIRED

- Diploma in Computer Science, Management Information Systems, Information Technology or any other related field.
- Have at least 1-year working experience in Windows operating systems, Networking, Projector installation, End-user support, repair and maintenance in a busy environment.



## REQUIRED SKILLS AND QUALITIES

- Experience working in a school will be an added advantage
- Strong knowledge of systems and networking software, hardware, and networking protocols.
- Comfortable working with network security equipment.
- Knowledge of the French language is highly desirable
- Ability to secure installations
- Ability to analyze, repair and maintain computer hardware components
- Be proactive with good analytical and problem-solving skills
- Ability to pay attention to details
- Ability to prioritize competing work commitments and deliver on time
- High levels of integrity
- Ability to work under minimum supervision

## RECRUITMENT PROCEDURE

- The Human Resources Manager will review the applications once received.
- Interviews can be arranged in person or by videoconference.
- A positive or negative answer will be sent by e-mail to each candidate.
- The successful candidate will be hired based on a local contract, in accordance with the Kenyan Labour Laws, from February 2023.

## TRANSMISSION OF THE FILE

The application must include, in order: a CV, a covering letter, copies of diplomas or qualifications and all supporting documents relating to experience. Prepare your application by attaching all the compulsory supporting documents requested in a single file and only in PDF format.

For application click here: [\*\*APPLY\*\*](#)

**DEADLINE FOR APPLICATIONS: 2 FEBRUARY 2024**