



ICT Support | UK Intl. School | JLPT N2+ Preferred

Manage & Support School IT Systems

Job Information

Hiring Company

Malvern College Tokyo

Job ID

1553479

Division

School Operations Department

Industry

Education

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - Other Areas, Kodaira-shi

Salary

3.5 million yen ~ 4.5 million yen

Salary Bonuses

Bonuses included in indicated salary.

Work Hours

8:00~16:45 (うち休憩 1 時間)

Holidays

週休2日 (原則土日)、年末年始休暇、有給休暇

Refreshed

August 6th, 2025 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Job Title: ICT Support Officer

ICT Support Officer

Division/School: Malvern College Tokyo

Reporting Line: Operations Manager

Service Location: Kodaira City, Tokyo

Effective Date: October 2025

Job Purpose:

Provide timely, professional technical support and service to pupils, faculty, and administrative staff. Assist in the implementation, maintenance, and improvement of the school's IT infrastructure and user systems, contributing to the delivery of highquality educational and operational outcomes.

Main Duties and Responsibilities:

1. Technical Support & Help Desk Operations

- Deliver first-line technical support to pupils, faculty, and administrative staff.
- Respond promptly to Help Desk service requests and maintain accurate task logs.
- Troubleshoot and resolve hardware, software, and network issues.
- Escalate unresolved technical issues to external vendor support and manage ongoing correspondence until resolution.
- Provide AV setup and support for school events as needed.

2. Systems & Account Administration

- Manage user accounts for pupils and employees in Windows Active Directory and iOS environments.
- Administer academic online subscriptions, internal groups, and calendars.
- Handle phone system setup and basic administration.
- Handle staff, pupil, and parent ID card creation.
- Coordinate onboarding of new staff in relation to ICT systems and resources.

3. Device & Asset Management

- Configure, deploy, and manage technical equipment including desktops, laptops, iPads (Jamf), printers, projectors, SMART Boards, and A/V devices.
- Maintain an accurate IT inventory database.
- Coordinate the loaning of IT equipment to pupils and staff.
- Support and perform minor hardware repairs and troubleshooting.
- Source and order IT equipment and consumables as required.

4. Procurement & Vendor Liaison

- Coordinate purchasing, licensing, and other procurement activities related to IT operations.
- Liaise with vendors for hardware repair, warranty claims, and service agreements.
- Collaborate with providers for network and telephony management, troubleshooting, and upgrades.

5. Project Collaboration & Strategic Support

- Collaborate as a team member on school-wide technology initiatives and projects.
- Contribute to IT-related policy development and documentation.
- Brainstorm and evaluate technical solutions to support both academic and operational needs. Present solution proposals and findings to relevant technical, business, and academic stakeholders.

6. Continuous Learning & Professional Development

- Stay current with product updates, industry developments, and emerging technologies.
- Participate in training and development programs to improve technical knowledge and skills.

Key Relationship

Internal: Pupils, Families, Faculty, Office Staff, Leadership Team

External: Visitors, Service Providers

Required Skills

Academic Requirements: Bachelor's Degree

Required Working Experience:

- Experience in a school-based instructional technology setting

Competencies:

- Proven experience providing client level technical support in a demanding workplace.
- Proven expertise supporting both Windows and Mac operating systems,
- Excellent knowledge of Microsoft and Apple operating systems and software.

Language proficiency: English business level, Japanese intermediate level

※The communication in the school is English, but the ICT Support Officer will need to contact Japanese vendors as needed.

※If you don't have the JLPT N2/N1 certification but confident in your ability to carry out the responsibility, please apply.

Preferred Requirements:

- Ability to work with various kinds of school data, including the skill to learn new systems and how the various parts of a system relate to the whole school.
- Good interpersonal and communication skills, ability to work effectively in a team environment and with an emphasis on customer service.
- Ability to multi-task and balance ambiguity in a rapidly changing environment.
- Ability to work productively with frequent interruptions
- Professional appearance to represent our organization.

Additional Requirements:

- Formal technical vocational experience or equivalent qualification.

Company Description