

The **International School of Ulm/Neu-Ulm** is an international all-day school based on the guidelines of the International Baccalaureate Organization (IBO). Serving nearly 300 students from over 40 nationalities, ISU offers an educational program in English for students from ages 3 to 18.

We are a young, dynamic and fast-growing all-day school. Our working language is English. Currently we are looking for:

IT Systems Administrator

Full-Time Position - Limited for 2 years, extension possible

Your Profile:

- Bachelor's degree in Computer Science, Information Technology, or related field
- Minimum of 2 years of experience in IT systems administration
- Proven experience with relevant operating systems (e.g., Windows, macOS)
- Strong understanding of network and security principles
- Excellent troubleshooting and problem-solving skills
- Effective communication and interpersonal skills
- Ability to work independently and as part of a team
- Strong commitment to continuous learning and professional development

What ISU Offers:

- ISU pays for your flight (from place hired)
- ISU offers support during your relocation to Germany through our HR Team
- ISU is paying a moving allowance
- Professional Development opportunities
- Staff Events
- We offer a great place to work close to the beautiful city of Ulm
- A proudly diverse and welcoming team
- ISU is well connected to public transport

Please apply no later than April 15, 2024, preferably by email.

To apply for this position, please send your CV and references to: apply@is-ulm.de

See below for detailed job description

Role:	IT Systems Administrator
Reporting to:	IT Director

Purpose of the Role

The IT Systems Administrator plays a key role in ensuring the reliable operation of ISU's information technology infrastructure. Tasked with maintaining, upgrading, and securing servers, networks, and end-user devices, this position supports the educational mission by enabling efficient and secure access to technology resources for all students and staff. The role requires a proactive approach to system management, problem resolution, and user support, ensuring that technology enhances the learning environment and operational effectiveness. Through reliable oversight and forward-looking IT practices, the IT Systems Administrator is key to providing the digital tools necessary for high-quality learning.

Duties and Responsibilities

Maintain IT infrastructure:

- Manage servers, networks, desktops, devices and cloud environments.
- Install, configure, and update hardware and software.
- Manage all student & staff devices using a MDM solution.

Troubleshoot and resolve issues:

- Diagnose and fix technical problems affecting users and systems.
- Respond promptly to outages and service disruptions.
- Escalate complex issues to the IT Manager.

User support:

- Set up and manage user accounts and permissions.
- Provide technical support to employees and internal stakeholders.
- Document solutions and procedures for future reference.

Security and compliance:

- Implement and maintain security protocols to protect IT systems.
- Stay up-to-date on cybersecurity threats and best practices.
- Ensure compliance with relevant data privacy regulations (e.g., GDPR)

Additional responsibilities:

- Participate in IT projects and initiatives.
- Stay informed about emerging technologies and trends.
- Document procedures and maintain accurate records.