

*Munich International School (MIS), based in Starnberg, South of Munich, is an outstanding and innovative international school for students aged 4-18 from more than 65 countries. Since over 50 years inspirational faculty and staff create an exceptional learning environment that motivates our students to be globally minded, academically successful, well balanced and prepared for future challenges and responsibilities. MIS is home and offers a lively community for international mobile families.*

We are looking for a

## **IT Learning Facilitator and Support Technician (m/ f/ d)**

Full-time (35 hours per week), as soon as possible.

### **YOUR ROLE**

We are seeking a dedicated and dynamic IT Learning Facilitator and Support Technician to join our team. This role is pivotal in supporting students and teachers in the effective use of digital devices and software platforms within the school environment. The ideal candidate will be passionate about technology in education and possess strong interpersonal and instructional skills.

### **YOUR KEY RESPONSIBILITIES**

#### Student Support

- Operate a student centric support framework at the IT Service Desk, where students can learn how to become better at managing their devices and technologies
- Assist students with the use of digital devices/services, ensuring they understand how to operate and securely leverage technology for their learning.
- Provide one-on-one or group training sessions to enhance students' digital literacy.
- Lead the IT Team in developing a student-centric approach, helping them to nurture student relationships, student empathy and support for students' needs
- Troubleshoot and resolve daily technical issues that students may encounter.
- Faculty and Staff Support
- Operate a customer centred support framework at the IT Service Desk, where faculty and staff can learn how to become better at managing their devices and technologies
- Conduct training sessions for teachers on integrating digital devices and AV devices into their curriculum effectively.
- Offer on-going support and resources to teachers to enhance their confidence and competence in using technology.
- Stay updated on the latest educational technology trends and share best practices with teaching staff.
- Troubleshoot and resolve daily technical issues faculty/staff encounter with their devices.

#### Leadership of Student Tech Teams

- Lead and mentor 'Student Tech Teams' to foster a collaborative and supportive

environment.

- Organize and oversee tech-related projects and initiatives driven by student tech teams.
- Encourage student leadership and innovation within the tech teams.
- Manage the student tech Team rotas and responsibilities so that they are ever present during all of MIS' events

## YOUR EXPERTISE

### Educational Expertise

- Experience as a teacher, educator, trainer or instructor of young people
- Experience supporting clients in the effective use of technologies or similar tools and resources

### Technical Expertise

- Bachelor's degree in computer sciences or at least 5yrs. relevant IT-job experience
- Microsoft Certified Professional accreditation(s)
- Experience in IT system management, e.g. Microsoft 365 admin, Azure, AD, JAMF, JIRA, Anti-Virus
- Keen to explore new technologies/services and making them useful in the classroom

### Preferable Technical Expertise

- Experience to take a lead on basic Audio/Visual equipment.
- Train a technical student team and support faculty/staff

## YOUR PROFILE

- First-level technical support experience
- Formal training in IT coupled with significant experience working in technical support role
- Experience supporting end-users, ideally in an educational setting
- Excellent interpersonal skills and the ability to work supportively and independently with children and teenagers
- Ability to communicate fluently and clearly in English

## WE OFFER AT MIS ...

- A challenging and exciting position in a unique, international school environment
- Effective cooperation in a professional and caring team with positive team spirit
- Learning and development opportunities for personal and professional growth
- Maternity cover contract
- Excellent benefits package: Monthly salary (based on an in-house collective agreement, 13th month salary, holiday bonus and meal allowance)
- Modern and comfortable working environment

## YOUR APPLICATION

We look forward to receiving your application! Please send it to [employment@mis-munich.de](mailto:employment@mis-munich.de)



**Munich International School e.V.**  
Schloss Buchhof • 82319 Starnberg • Germany  
Human Resources • [employment@mis-munich.de](mailto:employment@mis-munich.de)