

## JOB DESCRIPTION: Network and ICT Support/Digital Strategy Officer

<b>PURPOSE:</b>	To play a major role under the auspices of the Trustees and under the overall direction of the Principal.
<b>RESPONSIBLE TO:</b>	<b>Principal</b>
<b>WORKING TIME:</b>	<b>Full time</b>

### Summary of Responsibilities

#### Job Purpose:

This role is primarily responsible for installing, maintaining and supporting computer communication networks within SMMIS. The Network and ICT Support/Digital Strategy Officer is responsible for the smooth operation of communication networks in order to provide maximum performance and availability for staff, students and suppliers.

The role is to provide technical support, troubleshooting and management of systems and devices for SMMIS within agreed timeframes and service levels. This position also provides practical training and guidance for teachers both in and out of the classroom in their use of IT systems, tools (such as Student Management and Learning Systems) and devices throughout the school.

Additionally, the role is to work closely with the Principal and Educational ICT Innovation Committee to put in place the Digital Strategy for SMMIS to ensure all areas of the school is future ready, with appropriate technologies in place.

This is an “on the ground” support role and a high level of professionalism and customer service focus is required at all times. The role is broad and requires the incumbent to operate autonomously in the areas of his/her expertise and undertake advanced support activities.

#### MAIN DUTIES

- To install, support and maintain all server hardware and software infrastructure
- To assist in designing, implementation, documentation and configuration of SMMIS network equipment.
- Provide onsite and remote technical support and maintenance for SMMIS ensuring a high level of customer satisfaction at all times: including School Management System; Admissions System
- Work together with the Principal and Educational ICT Innovation Committee to put in place a Digital Strategy for SMMIS
- Log all incidents and determine severity/priority level and escalate if necessary
- Troubleshoot and resolve issues within agreed timeframes and service levels
- Schedule and complete maintenance of core server/network infrastructure
- Complete project-related tasks as required
- Provide staff support and training as required: Microsoft; SeeSaw; School Management System
- Use initiative to anticipate potential issues, make suggestions and improvements, share ideas and ensure SMMIS systems are operating at optimum level with minimal or no downtime
- Support teaching and learning that utilises technology through training and support for the users on school systems and software and the provision of relevant resources
- Assist teachers to understand and utilise the digital tools available to them

- Be collaborative and consult with educational staff to ensure that the systems and software are fit for purpose for teaching and learning.
- Develop and promote documentation, training materials, manuals and “how to” guides to support the practical implementation of enhanced learning through the use of technology
- Work closely with the Senior Leadership Team to ensure the ICT environment supports learning and the use of appropriate technologies
- Provide opportunities for the student body to participate in ICT/eLearning practices of the school
- Continually keep abreast of new technology developments and their application in a school setting
- Write a regular IT Report to keep the Principal and relevant staff up to date on IT operations and forward planning
- Other duties as directed

#### **Other professional requirements**

- Support the Admissions Team with ensuring an efficient admissions process.
- Establish and maintain effective working relationships with professional colleagues and other teachers to develop cross curricular links and creative approaches to learning.
- Participate in meetings with professional colleagues in respect of the duties and responsibilities of the post.
- Be aware of the need to take responsibility for your own professional development.
- Play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and pupils to follow this example.
- Establish and maintain professional and positive relationships with staff, students and parents of SMMIS at all times
- Undertake any other duty as specified by Principal not mentioned in the above.

#### **Other Specific Duties:**

- Any other duties as required by the Principal

### **Person Specification: Network and ICT Support/Digital Strategy Officer**

#### **Person Specification**

##### **A. Qualifications and Experience**

- Degree, or equivalent, in IT
- Microsoft and Apple certificates are an advantage
- Experience managing the provision of ICT support for clients
- Demonstrated experience supporting a broad range of current Microsoft and Apple Mac technologies
- Client facing and/or customer service experience preferred
- Background in Helpdesk, IT Support, Service Desk Analyst
- At least 2 years’ IT experience in an education institution would be an advantage

##### **B. Knowledge, Understanding, Skills and Abilities**

- A clear and proven commitment to the values contained in the SMMIS ethos statements and capacity to develop and promote this within the school
- Ability to demonstrate a commitment to safeguarding, pastoral care and the promotion of high standards of positive behaviour

- High levels of communication skills both oral, written and in ICT specific knowledge
- Demonstrated problem solving and troubleshooting capabilities on software and hardware problems with a wide range of end user devices including desktops, laptops, tablets, mobiles and peripherals (both MS and Apple technologies ideally) including a mix of the following technologies:
  - MS Windows 8/10
  - Mac OSX, iOS
  - Understanding of Wireless networking, TCP/IP, remote administration tools and techniques
  - Basic Windows system administration including Active Directory and Group Policy
  - Knowledge of cloud based ICT delivery platforms and services such as Microsoft Office 365, Google for Education, etc
  - Knowledge of end to end IT support functions including Service desk/Helpdesk ticketing, Mail (Outlook/Exchange/Gmail), systems admin, enterprise security, back-ups, LAN/WAN migrations, web, VOIP, etc
  - Experience with a range of Microsoft products (Exchange, Office365, AD)
  - Knowledge of Google Education and/or Enterprise Suites
  - Knowledge of Windows services including DHCP, DNS, IIS
  - Knowledge of Wireless, switched and VLAN network technology
  - Understanding and ability to support systems and data security in accordance with client policy and the Singapore Personal Data Protection Act

Desirable

- Experience in SOW creation and deployment
- Experience in administering MDM systems such as Apple Education Manager and Microsoft Intune
- Experience with rollouts and implementations
- Programming, database development and maintenance

**C. Personal Qualities**

- Establish strong relationships with all stakeholders at SMMIS and provide quality service
- Effective and efficient communication with all stakeholders at SMMIS
- A team player who is consultative and collaborative
- Effective investigation, diagnosis and resolution of all user incidents
- Improved IT service quality and delivery
- Incidents are resolved or escalated appropriately and within agreed timeframes
- Increase and maintain stakeholder satisfaction
- Operational documentation is accurate and up to date
- Work with teachers and students to better support learning and/or integration of technology in the school
- A team player respected by others
- Ability to act quickly and sensitively under pressure, to keep calm in difficult situations, deal with stress and absorb pressure
- Ability to manage own workload appropriately, with the enthusiasm, stamina and passion to enthuse and motivate others with regard to all aspects of the education of the school.
- Open and constructive, accepting of feedback and always willing to learn
- Excellent interpersonal skills, a sense of humour and a willingness to make him/herself approachable to all members of the school and the wider community; a 'can do' positive approach
- The ability to prioritise, evaluate and manage financial and human resources



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