



Stamford American
INTERNATIONAL SCHOOL

JOB DESCRIPTION

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	IT Support Engineer	Reference: APR2024IT
Function/Department	IT	Location: Stamford
Manager Name & Title	IT Team Lead	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

Highly motivated tech-support professional skilled in troubleshooting, analyzing, and resolving technical problems, utilizing resolution procedures in schools assigned. Provision of professional and high level customer service ensuring unresolved issues and queries are promptly escalated as per protocol.

- To act as a single point of contact for all user incidents, requests and general communication.
- Provide Level 0/1 support to all applications or software systems used in school
- To improve user awareness of IT issues and to promote appropriate use of IT services and resources.

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom they are responsible, or with whom they come into contact will be to adhered to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report any concerns to the School's Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.

- Management of IT incidents in the incident management system
- Act as a single point of contact from customers (internal staff) regarding IT issues via phone, email or in person.
- Provision of professional and high-level customer service ensuring unresolved issues and queries are promptly escalated as per protocol
- Provide Level 0 /1 support all applications and infrastructure
- Repair and upgrade PC hardware and software, including scheduled maintenances
- Maintaining inventory of equipment and software licences; update computers with latest service packs, patches and applications; prepare Service Desk reports to enable the IT operations to run effectively
- Managing the provisioning and de-provisioning process of school's IT resources by engaging staff and students to ensure that device and get connected to the network and provide support data backup and recovery
- Managing classroom support for IT and Audio Visual (e.g. Apple TV, Projectors, Interactive technology, and applications)
- Managing logistics for school's IT needs (e.g. ipads, ipad charging carts, computers, copiers, printers, projectors, etc.)
- Mobile Device Management operation
- Desktop operation system management and planning
- To research and investigate new technologies that can help improve IT support and processes
- Ensure that helpdesk processes/procedures and kept up-to-date



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- Administrative Support for Technology department (e.g. Department Information & Activities)

Position Requirements

- Must possess strong analytical and problem-solving skills. Ability to think outside of the box and apply creative solutions.
- Demonstrate an ability to establish relationships and build rapport at all levels, uncover technical issues and facilitate their resolution.
- Hands on approach with the ability to learn new systems quickly and apply them in the work environment.
- Good command of English with clear, concise verbal communication skills.
- High standard of customer service skills and excellent telephone manners.
- Demonstrated ability to work successfully in a team environment, with good time management and organisation skills.
- Understanding of and commitment to the principles of confidentiality.
- Familiar with basic network troubleshooting
- Familiar with Active Directory account management
- Familiar with Office 365 account administration
- Familiar with CASPER suite for managing Apple devices
- Demonstrates the Stamford Values – Integrity, Courage, Ingenuity and Compassion

Qualifications

- Fresh graduates from the Post-Secondary Education Institutes (“PSEIs”), such as the Polytechnics and Institute of Technical
- Domain knowledge of the following:
 - Microsoft Windows 7 & 10
 - Apple IOS
 - Apple OS X
 - Active Directory
 - Microsoft Office365
 - Networking
- Able to work independently
- Possess highly developed interpersonal and teamwork skills.
- Excellent verbal and written English skills
- Good references on request

Contacts

- Works closely with Regional and School team
- Liaises with 3rd party solution providers as requested

Working Conditions

- School Environment
- Will be required to work independently and as part of a collaborative team effort
- Extended working hours to complete projects as required



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Terms of Employment

- Working Hours: '7.45am to 4.45pm' or '8.00am to 5.00pm' or '8.15am to 5.15pm', Monday to Friday, plus occasional staff meetings and trainings
Some weekend or late-night duties are expected to support maintenance, installations or upgrades in non-business hours
- Annual Leave: 21 working days
- Medical Benefits: Medical insurance provided where applicable
- Sick Leave/Hosp: 60 days hospitalization leave including 14 days sick leave
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required

Stamford American International School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Pre-employment background checks are mandatory and appointments are strictly subject to confirmation that all reference and background checks are completed to the satisfaction of Cognita, Stamford's parent organization.

We are an equal opportunity employer and disallow discrimination of age, ethnic origin, nationality, gender, religion, sexual orientation, family status, pregnancy, marital status, medical or mental health history, physical characteristics or disability. We welcome applications from all qualified candidates.

Please note that only shortlisted candidates will be notified.