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	Senior Infrastructure Engineer	Reference: JAN2024IT
Function/Department	IT	Location: Stamford
Manager Name & Title	IT Director	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The role of Senior ICT Infra Engineer is to manage and support the whole infrastructure (network, server farm, IP telephony, wireless, security, cloud and special services) of Stamford American International School (SAIS). He is also to assist the ICT Operations Manager on infrastructure planning, lifecycle management, prepares tender specs and involves in technical evaluation. Researches, reviews and identifies technological opportunities to support the businesses of SAIS.

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.

- Manages the whole infrastructure, network, servers, cloud services (Office 365 or AWS), security systems (firewall, IPS etc.) and special network services (DHCP, DNS etc.)
- Be Level 2 and beyond support for IT infrastructure related incidents. Work on reported incidents and manage escalations until workaround is found and service is returned to normalcy. Update the incidents status in Cognita IT Service Desk System. Escalate the incidents to Level 3 in accordance to procedures if not resolved
- Monitor IT infrastructure service operation and proactively resolve any issue before it affects IT services
- Proactively monitor IT infrastructure usage, plan and execute capacity expansion to minimize service disruption
- Protect IT infrastructure from computer virus and malware infections, DDOS attacks and unauthorized access through provisioning of IT security measures
- Plan and execute IT infrastructure related projects including provisioning of new infrastructure, upgrade of IT infrastructure and deployment of new services
- Document IT infrastructure design and configuration and keep the documentation up to date for operational reference
- Deliver IT infrastructure projects on time on time, within budget and with quality. The Senior IT infrastructure Engineer is expected to lead and deliver the projects
- Perform system administrative works to ensure that systems such as G-suite, Office 365 etc are kept up to date and secure
- Perform other duties as directed by the IT Director, Helpdesk Manager or such persons as the School may designate

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Position Requirements

- Enjoy getting into technical of networking (network equipment configuration) and computing (application and database hosting)
- Enjoy being a team player and working in a team setting
- Have hands-on and can-do attitude with the ability to learn
- Have good command of English with ability to communicate in clear, concise manners
- Have good work ethics
- Demonstrates the Stamford Values – Integrity, Courage, Ingenuity and Compassion

Qualifications

- A diploma or degree in an IT related discipline
- At least 5 years of working experience in IT Support
- Good knowledge in some of these areas:
  - Microsoft Windows Server Operating System
  - VMware Virtualization
  - Cisco IOS, network switch, network router and IP Telephony
  - Apple IOS, OS X Operating System
  - Microsoft Active Directory
  - Microsoft Office 365 and Google G Suite
- Advantage if you have:
  - ITIL related certifications
  - Microsoft and Cisco related certifications
  - AWS, Azure Cloud Computing related experiences and certifications
  - Project Management related experiences and certifications

Contacts

- Works closely with Superintendent, MD, IT Director, IT team, Principals, Directors, Faculty, and Staff
- Liaises with 3rd party solution providers as requested

Working Conditions

- School Environment – two campuses, and require to travel between the two campuses.
- Able to work with minimum supervision in a dynamic environment to drive the stability and sustainability of both campuses infrastructure
- Extended working hours to complete projects as required

Terms of Employment

- Working Hours: 8:00 am – 5:00 pm, Monday to Friday
- 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

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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.