

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	ICT Operation Manager	Reference: 170109
Function/Department	ICT	Location: Stamford
Manager Name & Title	ICT Director	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The ICT Operation manager represents ICT support services at Stamford American International School (SAIS) and is responsible for all service level management activities for ICT support service and operation, including planning and reviewing of existing processes and procedures and make improvements on a regular basis. The ICT Operation manager is responsible to lead and develop the ICT support team to provide professional support services to the school. He is also responsible for the lifecycle management of all SAIS owned ICT devices and equipment.

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with whom s/he comes into contact will be to adhere 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, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head of indeed to the Regional CEP so that a referral can be made accordingly to the relevant third part services.

- Supervising ICT Support team at both campuses of the school with troubleshooting, advice and help when required
- Support the preparation, planning and delivery of ICT Services at each campus
- Providing input for maintaining the catalog description of existing services offered by ICT Support Services
- Assisting with actions to negotiate, agree and maintain Service Level Agreement (SLA) in conjunction with SAIS
- Assisting with actions to negotiate, agree and maintain Operations Level Agreement (OLA) with SAIS ICT support services.
- Analyzing and reviewing actual service performance against SLAs and OLAs for ICT Support services
- Provide input and assisting in development of regular reports on service performance and achievement to ICT Director
- Reviewing SLA targets and metrics where necessary
- Reviewing OLA targets and metrics where necessary
- Identifying appropriate actions to maintain or improve service levels
- Initiating and coordinating actions to maintain or improve service levels
- Managing the ICT Support resources to ensure that SLA are met for all SAIS Singapore
- Planning and managing maintenance schedule for campus devices including phones, computers and tablets
- Designing and implementing a Mobile Device Management strategy and training technicians in its use.
- Continuing to grow professionally by learning new technologies and techniques and keeping current with best IT practices.
- Encourage and lead the professional development of ICT Support team members.

Extended professional role:

- Contributing towards team spirit by taking every opportunity to promote the philosophy and policies of the Cognita Group & its constituent schools
- Promote network science in academic and support school's Cisco Network Academy initiatives
- Taking responsibility for the students and fellow team members in times of emergency
- Communicating positively when appropriate with staff, leadership & members of the school community

JOB DESCRIPTION

Position Requirements	
<ul style="list-style-type: none"> Manage the ICT support team Handle operational issues and report to ICT Director Provide expert opinion on ICT Operation improvements (e.g. Processes, Procedures, and Infrastructure) Prepare hardware, software, and maintenance budget Work with finance department for purchases Manage projects and work with regional ICT team Work with students in afterschool activities in computer sciences Support both SAIS campuses in Singapore 	
Qualifications	
<ul style="list-style-type: none"> Degree level qualification in Computer Technology At least 4 years of experience as a Manager with demonstrated success in a multi-national environment Experience in a School based IT management position is preferred ITIL Intermediate level certification Minimum CCNA, Preferred CCNP, or CCIE Project management professional certification Possess highly developed interpersonal and teamwork skills. Excellent verbal and written English skills Must have knowledge of the following: <ul style="list-style-type: none"> Cisco Network Technology Wireless Design Knowledge Windows 2003 and above, Office365, Active Directory, Group Policy, Network Security & Monitoring. Mobile Device Management Inventory Management Windows 7 & 10 Apple IOS Apple OSX Google G Suite 	
Contacts	
<ul style="list-style-type: none"> Works closely with ICT Director, ICT Support Manager, ICT Department staff, faculty, and staff to bring the best ICT education to our students. Liaises with hardware and software suppliers as requested 	
Working Conditions	
<ul style="list-style-type: none"> School Environment – two campuses, and require to travel between the two campuses. Will be required to work independently and as part of a collaborative team effort. Extended working hours to complete projects as required 	
Terms of Employment	
<ul style="list-style-type: none"> Working Hours Annual Leave Medical Benefits: Sick Leave/Hosp: Probation Period: Pre-medical exam: Referee request: Background Check: 	<ul style="list-style-type: none"> 8:00 am – 5:00 pm, Monday to Friday 18 working days Medical insurance provided where applicable 14 days sick leave and 60 days hospitalization leave 3 months from date of commencement Required Required Required