



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.

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| Position Title | IT Application Manager | Reference: |
| Function/Department | IT | Location: Singapore |
| Manager Title | IT Director | |
| Position Type | Permanent | |
| Position Status | Full Time | |

Position Objectives

Highly motivated tech-support professional skilled in troubleshooting, analyzing, and resolving complex technical problems, utilizing advanced resolution procedures in schools assigned. Provision of professional and high level customer service ensuring unresolved issues and queries are promptly escalated as per protocol. Acts as support and bridge between Cognita's schools and Head Office.

To manage the applications used by the school and ensure that service levels for application support are achieved. To ensure that customer expectations are met or exceeded.

Responsible for ensuring the IT staff taking care of applications are meeting and exceeding expectations in regards to performance, meeting defined metrics/benchmarks, and that standards and processes are followed to provide effective customer service and meet requirements.

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 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, s/he 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.

- Oversee 100% of the requests, incidents and problems relating to applications. Manages and coordinates urgent and complicated support issues. Act as escalation point for all requests and incidents relating to applications used by the school. Develop and mature phone/ticket escalation processes to ensure free flowing escalation and information within the organization. Determine root cause of issues and communicate appropriately to internal and external customers.
- Train, coach and mentor Application Specialists including career development. Oversee staff activities. Builds/obtains training material for support staff. As needed, schedule employees working times and provide backup support. Interact with internal and external customers.
- Provide data and reporting of KPI's and trends to Technology department and others in ad-hoc, weekly, monthly and as needed. Will drive Ticket Deep Dive and develop strategies for improvement. Work to make Helpdesk the single source of truth and service delivery channel for IT. Monitor and manage phone queue (participating in escalated calls as needed).
- Oversee Solutions repository and ensure top quality solutions are available to the staff. Develops Service and Business Level Agreements to set expectations and measure performance. Develops an effective and workable framework for managing and improving customer IT support in the organization. Advise management on situations that may require additional support or escalation.
- Manage process for communicating outage/emergency activities to the organization. Manage vendor relationships as it depends on daily operational needs. PO review and approval/budgeting responsibility for IT applications. Review survey feedback to improve services, tools and support experience. Keep confidential all applicant, client, and verification and company proprietary information.



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Position Requirements

- Team management and leadership capacity
- 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.
- Demonstrates the Stamford Values – Integrity, Courage, Ingenuity and Compassion.

Qualifications

- At least 7 years of experience in working in IT applications with minimum 3 years in a managerial capacity
- Must have knowledge in any of the following:
 - Microsoft technology such as .Net, SharePoint
 - School Information Systems such as iSAMS, PowerSchool
 - Javascript
 - SQL
 - Any other enterprise systems e.g. Netsuite, SAP etc.
- Degree or Diploma in IT or related field or related experience
- ITIL Intermediate level certification
- Able to work independently
- Possess highly developed interpersonal and teamwork skills.
- Excellent verbal and written English skills

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

Terms of Employment

- Working hours: 8:00 am to 5:00pm, 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.
- Medical Benefits: Medical insurance provided where applicable
- Sick Leave/Hosp: 60 days hospitalization leave including 14 days sick leave
- Annual Leave 21 days
- Pre-Medical Check Required
- Referee request: Required
- Background Check: Required