



Job Description Form

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	Helpdesk Specialist	Reference: August 2021
Function/Department	IT Department	Location:
Manager Title	Helpdesk Manager	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

Helpdesk Specialist is a member of IT Helpdesk team that is responsible for resolving incidents with the goal of restoring IT services as quickly as possible and getting school operation back to normalcy. IT Helpdesk team is single point of contact for all school users – teachers, students, operation staff and parents of the students, and for incidents and service requests pertaining to IT services provided to these users. As a member of this team, you work on reported incidents and manage escalations until workaround is found and service is returned to normalcy. You constantly strive to improve school users’ awareness of IT issues and promote appropriate use of IT services and resources.

Responsibilities

Key duties and responsibilities but are not limited to those listed below:

- **Receive IT service incidents** reported by school users via phone, email or in person. Resolve or provide workaround to return IT service to normalcy as soon as possible. Record the incidents in Cognita IT Service Desk System. Escalate the incidents in accordance to procedures. Ensure schools users are informed and assured of incident handling. The IT service incidents include PC, Network, Platform and Application related incidents.
- **Process IT service requests and provision of IT services** to school users. Record IT service requests in Cognita IT Service Desk System. The service request includes
 - IT device and software provisioning for school users involving liaising with school functions and vendors
 - System or application user account provisioning for school users
- **Transfer unresolved incidents and unfulfillable service requests** to next support. Keep school users informed about their incidents.
- **Provide classroom end user support** to school teachers for IT and Audio Visual (e.g. Apple TV, Projectors, Interactive technology, and applications) related issues so that classroom activities can return to normalcy as soon as possible.
- **Manage life cycle of IT asset** including registering, tracking, and decommissioning of hardware devices and software licenses
- **Communicate to school users** on IT service outages, security threats, major incidents so that school users can plan their activities around service outages, be vigilant to threats or issues that can affect their individual productivity.
- **Execute team or individual tasks** as assigned by Help Desk Manager.

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 who, 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 time. 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 or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third-party services.

Position Requirements

You:

- Enjoy interacting with others, with good service attitudes and manners.
- Enjoy solving technical problems.
- Enjoy being a team player and working in a team setting.
- Have hand-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.

Qualifications

You have:

- A diploma or degree in an IT related discipline.
- At least 3 years of working experience in IT Support. Fresh graduate with IT degree and good experience in one of must-have knowledge will be considered.
- Good knowledge in some of these areas:
 - Microsoft Windows Operating System
 - Apple IOS, OS X Operating System
 - Microsoft Active Directory
 - Microsoft Office 365, Google G Suite
- Advantage if you have:
 - ITIL related certifications
 - Microsoft related certifications
 - Apple related certifications

Contacts

- End users – students, teachers, operation staff in handling of IT service incidents and service requests
- School Academic and Functional teams in delivery of IT services for school events and activities
- Third-party solution providers and vendors in procurement of IT devices and services
- Global IT – Regional IT or Group IT in issue escalation, major incidents, new services

Working Conditions

- Extended working hours to complete projects as required
- Extended working days to handle school and school partners' events in weekend

Terms of Employment



**Australian
International
School**

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- Working Hours: 8:00 am – 5:00 pm, Monday to Friday
- Annual Leave: 21 working days per annum
- Medical Benefits: Group medical insurance
- Sick Leave/Hospitalisation Leave: 60 days hospitalisation leave including 14 days sick leave
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background check: Required