

<b>Position Title</b>	Helpdesk Specialist	<b>Date:</b> February 2018
<b>Function/Department</b>	ICT Department	<b>Location:</b> Singapore
<b>Manager Name &amp; Title</b>	Helpdesk Manager	
<b>Position Type</b>	Permanent	
<b>Position Status</b>	Full Time	

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 Objective

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 act as a single point of contact for all user incidents, requests and general communication.
- To restore 'normal service operation' as quickly as possible in the case of disruption.
- To improve user awareness of IT issues and to promote appropriate use of IT services and resources.
- Manage user communication and escalating incidents and requests using defined procedures.
- To boost productivity of the users and users satisfaction level and overall efficiency of the school.

## Specific Responsibilities

- Management of IT incidents in the incident management system (Service NOW).
- 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.
- Assist the Helpdesk Manager in the continued maintenance and smooth running of the IT Operation.
- 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 maintain Firewall and ensure robust wireless connectivity
- To liaise with vendors
- To research and investigate new technologies that can help improve IT support and processes
- Ensure that helpdesk processes/procedures and kept up-to-date
- To plan and develop rollout plan for new technologies
- Administrative Support for Technology department (e.g. Department Information & Activities, Assist in Budgeting,

Raising of Purchase Request.)

It is the job holder's responsibility to promote and safeguard the welfare of children and young person's for whom s/he is responsible, or with whom s/he comes into contact with and compliance with the relevant Cognita Safeguarding Child Protection Policy and Procedures should be adhered to 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.

## 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.
- Experience in Windows Server 2008/2012 administration
- Experience in managing cloud services
- Experience with managing IT Projects. Familiar with Windows 7, MAC OS client operating systems and associated hardware
- Familiar with basic network troubleshooting
- Active Directory account management
- Office 365 account administration
- CASPER suite for managing Apple devices

## Qualifications & Skills

- At least 3 years of experience in working in ICT Support
- Must have knowledge of the following:
  - Microsoft Windows 7 & 10
  - Apple IOS
  - Apple OS X
  - Active Directory
  - Microsoft Office365
  - Networking
  - ITIL
- A degree in an IT related program
- Microsoft Certified Solutions Associate
- 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 third-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

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. Appointment is subject to an enhanced Disclosure and Barring Service (DBS) check for regulated activity (if the candidate has lived in the UK) and/or criminal/police or equivalent background checks for all other countries inhabited (irrespective of whether you worked in those countries).

- Medical insurance.
- Competitive salary and benefits.
- 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: 14 days sick leave if hospitalization is not necessary and 60 days if hospitalisation is necessary provided you have completed three (3) months of service.
- Annual Leave: 21 days
- Referee Check: Required
- Background Check: Required