



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	Network Infrastructure Engineer	Reference: April 2023
Function/Department	IT	Location: AIS
Manager Title	Head of IT Operations and Business Partnering	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The Infrastructure Specialist is responsible for upkeeping IT infrastructure to reliably deliver application, portal, internet access, file storage and printing services to school users comprising of students, teachers, operation staff and parents of students. You will take preventive measures, monitor infrastructure operations, receive escalations from Helpdesk Specialist and resolve incidents with the goal of minimising disruption to IT services and therefore school daily operation.

Responsibilities

Key duties and responsibilities include, but are not limited to:

- You will be a Level 2 and beyond support for IT infrastructure related incidents. Work on reported incidents and manage escalations until workaround a is found and service is returned to normalcy. Update incident status in Cognita IT Service Desk System. Escalate incident 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.
- You are responsible for providing solutions for threats, intrusion detection and prevention products/services like firewall, IPS, EDR, SIEM
- 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, within budget and with quality. The senior IT infrastructure specialist is expected to lead and deliver the projects.
- Perform system administrative works to ensure systems 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.

It is your responsibility to promote and safeguard the welfare of children and young people for whom you are responsible, or with whom they come into contact with. For that person to comply 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, you identify any instance that a child is suffering or likely to suffer significant harm either at school or at home, you must report any concerns to the School’s Designated Safeguarding Lead, or to the Head of School, or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.

Position Requirements

- Enjoy getting into the technicalities of networking (network equipment configuration) and computing (application and database hosting)
- Enjoy being a team player and working in a team setting
- Hands-on experience of major network devices, such as Cisco
- 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 preferred
- Industry certifications such CCIE, CCNP, etc preferred
- At least 2 years working experience on network infrastructure design, development and operation
- Technical skills in related network areas including LAN, WAN, Wireless, Network security

Contacts

- End users – students, teachers, and 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 events on weekends
- Country role
- Individual contributor working as part of a small team of Infrastructure Specialists
- Fast paced work environment
- Office location within a school environment at Lorong Chuan

Terms of Employment

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all employees, 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).

- 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



**Australian
International
School**

Job Description Form

- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required