



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

Position Objective

Application Specialist is responsible for upkeeping school management solutions to reliably deliver their functionalities to school users comprising of students, teachers, operation staff and parents of students. The solutions include student information system, learning management system, school portal and customer relationship management system. In this role, you are the primary go to person for application related matters. You register, analyse system discrepancies reported by school users and develop plans to address the discrepancies. You understand school users' needs and requirements; you analyse these requirements and develop enhancement plans; you either work on the enhancements or with external partners, with the ultimate goal to deliver IT solutions that effectively deliver their functionalities to school users.

Responsibilities

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

- **Be Level 2 and beyond support for IT solutions related incidents.** Work on reported incidents and manage escalations until workaround is found and service is returned to normalcy. Update the incidents status in Cognita IT Service Desk System. Escalate the incidents to Level 3 in accordance to procedures if not resolved.
- **Analyze needs and requirements, plan and execute application related bug fixings, enhancements or new projects** including provisioning, training and deployment of new solutions and applications.
- **Document IT solutions and applications design and configuration** and keep the documentation up to date for operational reference.
- **Monitor IT solutions and applications performance** and proactively resolve any issue before it affects school users.
- **Manage access and permission to IT applications** and ensure only authorized users have access to IT solutions and data.
- **Manage applications data protection and retention** according to school policies.

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 working with end users in understanding their needs, planning, designing and delivering solutions
- Enjoy performing business process analysis and documenting findings
- Enjoy being a team player and working in a team setting.
- Have good interpersonal skills with end users from diverse background
- 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 5 years of working experience and 3 years in application support and development.
- Good knowledge in some of these areas:
 - System Development Life Cycle (SDLC)
 - Agile and Waterfall methodologies in Software Development and Project Management
- Past experiences or exposures similar to these applications and platforms:
 - School management solutions such as PowerSchool, iSAMS, Firefly
 - Microsoft Dynamics
 - Mulesoft AnyPoint Platform
 - Talend Data Integration Platform
 - Microsoft SQL Platform

Contacts

- School Process Owners in designing and configuring solutions
- 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 events in weekend



**Australian
International
School**

Job Description Form

Terms of Employment

- 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