



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

## Position Objective

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 take preventive measures, monitor infrastructure operations, receives escalations from Helpdesk Specialist and resolves incidents with the goal of minimizing disruption to IT services and therefore school daily operation.

## Responsibilities

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

- **Be Level 2 and beyond support for IT infrastructure related incidents.** Work on reported incidents and manage escalations until workarounds are 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.
- **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.
- **Protect IT infrastructure** from computer virus and malware infections, DDOS attacks and unauthorized access through provisioning of IT security measures.
- **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.

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 getting into technical of networking (network equipment configuration) and computing (application and database hosting).
- Enjoy being a team player and working in a team setting.
- Have hands-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 5 years of working experience in IT Support.
- Good knowledge in some of these areas:
  - Microsoft Windows Server Operating System
  - VMware Virtualization
  - Cisco IOS, network switch, network router and IP Telephony
  - Apple IOS, OS X Operating System
  - Microsoft Active Directory
  - Microsoft Office 365 and Google G Suite
- Advantage if you have:
  - ITIL related certifications
  - Microsoft and Cisco related certifications
  - AWS, Azure Cloud Computing related experiences and certifications
  - Project Management related experiences and 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 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