



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.

Position Title	Application Specialist	Reference: August 2023
Function/Department	IT	Location: AIS
Manager Title	Application Team Lead	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The Application Specialist is responsible for upkeeping school management solutions to reliably deliver their functionalities to school users comprising students, teachers, operation employees 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 and 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 build enhancement plans; you either work on the enhancements or with external partners to deliver IT solutions that effectively deliver their functionalities to school users.

Responsibilities

- Key duties and responsibilities include 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 a solution is found and service returned to normalcy. Update the status of the incidents in Cognita IT Service Desk System. Escalate the incidents to Level 3, following procedures if not resolved.
 - Analyse 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 authorised users have access to IT solutions and data.
 - Manage applications data protection and retention according to school policies.
 - Perform other duties as directed by the IT Director, Helpdesk Manager or such persons as the School may designate.

It is the job holder's responsibility to promote and safeguard the welfare of children and young people for whom they are responsible, or with whom they come 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, they 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

- 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 backgrounds.
- Have good command of English with ability to communicate in a clear and concise manner.
- Have good work ethics.

Qualifications

You have:

- A diploma or degree in an IT-related discipline.
- 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
 - Talend Data Integration Platform
 - Microsoft SQL Platform
- Experience in integrating different platforms such as Powershell, Phyton, .NET, Java, SQL Server Integration Services, and Reporting Services in an International school environment.
- Fresh graduates are welcome to apply.

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 on weekends.
- Country role.
- Individual contributor working as part of a small team of Applications 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).

- Core 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**
- Reference Check: **Required**
- Background check: **Required**