Job Description Form

Australian International School

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	Senior Infrastructure Specialist	Reference: 09 January 2024
Function/Department	IT	Location: AIS
Manager Title	Head of IT Operations and Business Partnering	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The Senior Infrastructure Specialist is responsible for managing and supporting the IT Infrastructure Systems and Operations within the school campus and monitors infrastructure performance and resolution of technical issues. The modernization of the infrastructure and improvement of the campus infrastructure is underway, and further efforts will be required to drive the adoption of Cloud solutions for the efficiency of the school operation.

As the Senior Infrastructure Specialist, you will have strong technical competency and undertake a hands-on role in the administration and operation support of school infrastructure. You will apply a critical and analytical approach to resolving technical problems. This role carries leadership responsibilities to deliver mission-critical Infrastructure, ensuring the highest level of availability, performance and security.

Responsibilities

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

- Manage and monitor all installed IT systems and Infrastructure: servers, storage systems, backup servers, network switches, firewalls, Wi-Fi, VMWare, and UPS to ensure availability, performance, and security.
- Management of IT systems and infrastructure (servers, storage, backup, switches, firewall, wi-fi) daily activities; incident and problem management and liaising with vendors and other functional IT teams for problem resolution and root cause analysis.
- Responsible for / performing the configuration changes, tuning, patching and updating of IT Systems and Infrastructure: servers, storage systems, backup servers, network switches, firewalls and, Wi-Fi, VMWare.
- Responsible for maintaining the documentation and inventory for all Infrastructure equipment.
- Regularly review the network performance, undertake capacity planning, contribute to the performance reporting, and provide recommendations for changes to meet performance and capacity requirements.
- Regularly review the Infrastructure equipment, undertake capacity planning, contribute to the performance reporting, and provide recommendations for changes to meet performance and capacity requirements.
- Proactively ensure the highest level of system availability, maintain acceptable system performance, and respond to critical production system alerts, including potential cybersecurity exploits.
- Management / Support of Microsoft 365 services, Azure / Entra Active Directory in relation to network security and infrastructure support
- Managing technical deliverables of any projects involving Infrastructure and determining deployment strategy with the

Head of IT Operations and Business Partnering.

- Provide level 2 to level 3 support for Infrastructure Systems, dependent on the type of support required.
- Manage vendors to ensure work performed is following stipulated requirements, service/system SLA and deliverables are met, provided timely and sufficiently.
- Continuing to grow professionally by learning new technologies and techniques and keeping current with best IT practices.
- Perform other duties as directed by the Head of IT Operations and Business Partnering, or such persons as the school may designate.

As the job holder, your responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible or with whom, they come into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures 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 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

- Hands-on knowledge and experience with CISCO switches and WLC, FortiGate/Watchguard firewalls, Entra / Azure Active Directory, VLANs, DNS
- Relevant IT experience in deploying or managing network infrastructure and services.
- Highly self-motivated and detail-oriented.
- Ability to effectively prioritize tasks under pressure, and experience in working in a team-oriented and collaborative environment.
- Excellent verbal and written English skills.
- Strong interpersonal communication skills.

Qualifications

You have:
- Diploma or degree in IT in Computer Engineering, Information Technology or Information Systems
- Minimum 6 years working in Infrastructure Support
- Professional Certification such as CCNA/CCNP/ITIL is advantageous

Contacts

- End users – students, teachers, and operation staff in handling IT service incidents and service requests
- School Academic and Functional teams in the delivery of IT services for school events and activities
- Third-party solution providers and vendors in the procurement of IT devices and services
- Global IT – Regional IT or Group IT in issue escalation, significant incidents, new services

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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 and within the broader IT Team
- Fast-paced work environment
- The office is located 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. The 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
- Additional Hours   Occasional staff meetings and trainings. Some weekend or late-night duties are expected to support maintenance, installations, or upgrades in non-business hours.
- Annual Leave   21 working days per annum
- Medical Benefits: Group Medical Insurance
- Sick Leave/Hosp: 14 days sick leave and 60 days hospitalization leave (including sick leave)
- Probation Period: 3 months from date of commencement
- Referee request: Required
  Background Check: Required