



## Vacancy for Network Administrator

<b>REPORTS TO</b>	Principal
<b>SUPERVISES</b>	
<b>KEY RELATIONSHIPS</b>	IT Manager, Business Manager, Heads of Departments, Group and Regional IT
<b>LOCATION</b>	Dover Court International School, Singapore

<b>PURPOSE OF THE JOB</b>
To manage the Information Technology & Communications in School which is used for administration, teaching and for students.

<b>DUTIES AND RESPONSIBILITIES</b>
<p><b>Essential Duties</b></p> <p>This position includes, but is not limited to, the following essential functions:</p> <p>Systems, Network and Infrastructure Management</p> <ul style="list-style-type: none"> <li>• System Administration of servers.</li> <li>• Routine backup scheduling and testing.</li> <li>• Monitors network connectivity and security.</li> <li>• Manages reprographics to enhance printing and copying experience and reporting.</li> <li>• Configuration, administration, and repair for server, network, infrastructure, email, file shares, and other infrastructure issues.</li> <li>• Setting up of Windows Server 2012, implementation of Active Directory based on different company requirements, DNS, GPO (Group Policy Object) Implementation, Server Maintenance and backup policies.</li> <li>• Installs and improves computer software and network equipment.</li> <li>• Operating master consoles to monitor the performance of networks and computer systems.</li> <li>• Implementing, administer, and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, controllers.</li> <li>• Coordinating computer network access and use.</li> <li>• Maintain a comprehensive and up-to-date LAN/WAN/DC/Wireless topology database, Technological roadmaps and hardware life-cycle updates and inventories</li> <li>• Installs, configures and manages mobile devices and Apple devices / computers</li> <li>• Proactive by taking steps to ensure availability of IT Systems in the school.</li> <li>• Identifies and disseminate information on new technology to assist teaching and learning in schools.</li> <li>• Participates in technological research by studying organization goals, strategies, and new technological resources for improvements.</li> <li>• Assist in identifying the need for system and network upgrades, as well as configurations and storage updates.</li> <li>• Ensuring hardware/software security within the workplace.</li> <li>• Create and update technical documentation of operating procedures as needed</li> <li>• Performs additional duties as identified and assigned.</li> </ul> <p>Teacher Support - Software</p> <ul style="list-style-type: none"> <li>• Works with teachers to understand software being used for teaching in various departments in the school.</li> <li>• Assist teachers on a regular basis to effectively use available software for teaching and learning inside the classroom.</li> <li>• Understands teaching needs with relation to IT and provides basic training and help documentation.</li> </ul>

- Identifies software that is currently in use, level of usage and with teacher feedback, investigates new software tools that can be deployed for more effective teaching.
- Manages online subscriptions, tracks usage for reporting and with teacher feedback and investigates new resources.
- Understands and supports Mobile Devices and MID software in use at the school.

#### Teacher Support - Hardware

- Understands the issues involved with troubleshooting and management of IT infrastructure, including wired and Wi-Fi network connectivity, Internet access, email, etc with relation to teaching and education.
- Supports school applications, user desktops / laptops, mobile devices, IWBs, projectors, audio video equipment.
- Perform Break/fix, configuration issues, troubleshooting, software installations, hardware repair including in-house repair.
- Responds to needs and questions of users concerning their access of IT resources via a help desk system.
- Helps answer all trouble calls/emails and enter work orders into our tracking software.

#### Audio/Video Support

- Supports Hall / Outdoor A/V requirements for assembly and events.
- Assists the Music Department with their technology and audio/video equipment.

#### Asset & Vendor Management

- Inventory management of software licenses, software, hardware and other IT supplies.
- Manages & Tracks Business Mobiles in use by members of staff.
- Promotes responsible usage and care of company equipment.

### REQUIREMENTS

- At least 3 years of relevant working experience in the related field for this position
- Candidate must possess at least a Diploma or Degree in Computer Science/Information Technology or equivalent with a certification in CCNA/CCNP
- Experienced with Dell Core switch and CISCO Meraki is a must
- Experienced in Windows Server 2012, vSphere and EqualLogic
- Ability to work under pressure and well with others and in a team environment
- Fast learner in a fast pace environment.
- Strong understanding of network infrastructure and network hardware
- Network security experience
- LAN and WAN experience
- Excellent people skills with excellent communication skills
- Proficiency in English is a must

**OTHER RESPONSIBILITIES**

- All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organisation.
- All Staff must ensure that they meet their statutory responsibilities with regard to Health and Safety, Equal Opportunities and other relevant legislation, and should conform to professional and ethical requirements.

**PERSON SPECIFICATIONS****Qualifications/Training**

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|-------------------|-----------|
| ▪ Degree          | Essential |
| ▪ CCNP            | Essential |
| ▪ ITIL v3         | Essential |
| ▪ PMP or Prince 2 | Essential |
| ▪ MCSE            | Essential |

**Experience / Knowledge**

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|--|-----------|
| • At least 5 years system/network administration and IT management in a MNC  | Essential |
| • Strong experience of Network Router, Switch, Firewall and Wireless setup, configuration and management                         | Essential |
| • Strong experience in Server setup, configuration and management  | Essential |
| • Strong technical skills including PC and Networking and their components, servers, operating systems including Windows 7 and 8 | Essential |
| • Experience of MS Windows and Apple Mac system environment and management   | Essential |
| • Experience of Server and desktop virtualisation platform VMware or Citrix  | Essential |
| • Experience of Network storage system such as NetApp and SAN  | Essential |
| • Experience of helpdesk management  | Essential |
| • Experience of vendor management  | Essential |
| • Able to management a team of IT staffs   | Essential |
| • Working with people from different cultures and countries  | Desirable |
| • Familiar with School MIS system and school environment   | Desirable |
| • Experience of working within a school or university admissions function  | Desirable |

**Skills**

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|---|-----------|
| • Project management certifications (PMP or PRINCE2)        | Essential |
| • High level of interpersonal skills                        | Essential |
| • High level of networking and relationship building skills | Essential |
| • Data analysis and presentation                            | Desirable |
| • Demonstrable negotiation and influencing skills           | Essential |
| • Proficiency in written and spoken English                 | Essential |
| • High level of commercial awareness                        | Essential |

**Personal Attributes**

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|--|-----------|
| ▪ High levels of personal integrity.                                   | Essential |
| ▪ Excellent organisational and time-management skills                  | Essential |
| ▪ Attention to detail  | Essential |
| ▪ Ability to work under pressure and remain calm                       | Essential |
| ▪ Willingness to take on multiple tasks                                | Essential |
| ▪ Proactive and able to prompt others to ensure deadlines are achieved | Essential |
| ▪ Self-motivated and enthusiastic                                      | Essential |
| ▪ Ability to work independently  | Essential |



## **OTHER CONDITIONS**

Hold a current Enhanced Criminal Records Bureau Disclosure or equivalent for countries lived in outside of the UK. Compliance with visa requirements for working in Singapore.