

Keystone Academy

Job Description and Person Specification

Position:	Project Manager/School Operation Systems Administrator
School Section:	Whole School
Reports to:	Director of IT
Qualifications:	B.S. Degree in Computer Science or related areas
Hours of Work:	08:00 – 17:00 on normal days
Period of Appointment:	Full-time

JOB DESCRIPTION

Role Description / Working Relationships

The Project Manager/School Operation System Administrator is a member of the Information Technology Department and reports to Director of IT.

The Project Manager/School Operation System Administrator works closely with HR, Financial, Procurement etc. departments and divisions in the school to provide efficient, effective and stable school operation systems that meet the information, communication and administrative needs of the School. The School Operation System Administrator is responsible for monitoring, organizing and administering the ERP systems, maintaining a variety of function including Financials, Procurement and sourcing, Inventory management, Human Resources management, Payroll and etc.

The Project Manager/School Operation System Administrator also takes the lead on management of IT projects includes systems, new installation in classrooms, new setup in open spaces etc. projects, works with internal departments, coordinate with vendors, with the goal of delivering every project on time, within budget, ensure the work quality and maintain user satisfactory.

General Duties and Responsibilities:

Have a good overview on the user needs in terms of daily use of computer, software, network, telephone, printer and various systems etc. technologies. Collaborates with Help Desk Manager, Network Manager, SIS Manager and other IT members to:

School Operation System Administrator

- Perform daily administration and management on school operation systems
- Provide the technical support to the users with the problems such like: resetting the password, access to the systems and etc.
- Provide school operation systems related information and communication support to all departments and ERP users;
- Provide training to users, in both English and Chinese.

- Customize school operation systems as necessary.
- Perform data synchronization, real-time or schedule-based, among possible separated systems, e.g. sync user from AD to operation systems, or sync data from operation systems to a separate billing, payroll or inventory system;
- Monitor emails send out from the operation systems, make sure the emails will be delivered timely.
- Monitor, analyze and record software problems, and work with software companies to solve such problems.
- Monitor key operation systems' utilization indicators including CPU, memory, network usage, free space of each partition, and etc. on server.
- Monitor warning message from the host server including resources utilization, server hardware, hard drives status
- Work with the network team on arranging upgrading and/or repair of broken parts of server, storage and network components.
- Participate in designing and manage scheduled backup/restore works, and ensure backup/restore works are conducted as expected.
- Ensure system security.
- Cooperate with help desk team on distributing and installing the ERP related client on the end user computers. Manage the ERP related systems installation licenses and serial numbers.
- Performs any other duties as assigned by the Director of IT, Deputy Director of IT and SIS Manager that may not be consistent with qualifications and skills required for this position.

Project Manager:

- Assist in the definition of project scope and objectives, involving all relevant divisions and offices, and ensuring technical feasibility.
- Ensure resource availability and allocation.
- Develop a detailed project plan to monitor and track progress.
- Establish and maintain relationships with third parties/vendors
- Manage changes to the project scope, project schedule etc.
- Report and escalate to management as needed.
- Foresee the possible risks to minimize project risks.
- Create and maintain comprehensive project documentation.

Qualifications, Experience & Competencies:

A. Qualifications:

- B.S. Degree
- Fluency in Chinese and a good command of English;
- Extensive skills and knowledge of Apple system and experience with a variety of DB-based software and programs.

B. Experience:

- Finance/purchasing/HR system, as Coupa, HR Link, Jin Die, Yong You, Zhen Yun or equivalent
- Computing Language
- SQL server design and maintaining
- Confirmed project management experience.

C. Personal Skills/Qualities:

- Good communication skills and ability to work with teams, teachers, students, parents and vendors.
- Ability and skills to handle problems tactfully and with sensitivity for the end users.
- Ability to handle confidential files and information in a professional manner.
- Ability to organize and analyze complex tasks in a systematic manner.
- Solid organizational skills including attention to detail and multi-tasking skills
- Willingness to work additional hours.
- Ability to meet deadlines.