



Hangzhou International School Job Description

TITLE: Technology Programmer and Cloud Specialist

JOB GOAL: The Technology Programmer and Cloud Specialist is responsible for designing, developing and delivering Cloud-based solutions, websites and applications for the school through secure and lean practices using built-forcloud, local-server, and off-line strategies. Responsibilities of the role include assisting other teams, projects, and the school in finding best solutions to needs and providing support for existing systems such as Office 365 and Active Directory.

SUPERVISED AND REPORTS TO: Director of Technology

PERFORMANCE RESPONSIBILITIES

- Be responsible for the design and implementation of Cloud based services running on Cloud Infrastructure and ensuring that they meet the school objectives
- Work closely with Director of Technology to ensure that Cloud and software solutions are aligned with HIS's strategic goals
- Collaborate to develop deployment strategies for existing and new Cloud solutions.
- Be accountable for the reliability and security of Cloud Infrastructure and services
- Maintain a level of expertise in Active Directory, Exchange, Office 365, Azure
- Resolve difficult technical system problems and provide resolution.
- Manage hardware with vendor, software, and utilities for installation, modification, troubleshooting, maintenance, and upgrades of operating systems, cloud systems and workstation/server environments.
- Monitor and analyze resource usage to recommend/develop enhancements to system capabilities and performance.
- Compare, evaluate, and implement new platforms and technologies, and integrate systems into the IT infrastructure.
- Review and identify ways to improve performance and stability of services and applications running on Cloud Infrastructure through continuous improvement and automation
- Document systems infrastructure and processes for users and IT team members.
- Manage and lead Office 365 migrations and tenant setup
- Responsible for Active Directory support and Administration (Group policy, permissions, account provisioning)
- Responsible for Exchange/Office 365 support, maintenance, and administration (Account provisioning, migration from tenants, distribution group creation).
- Responsible for administration, support and configuration of MS Office O365 and Sharepoint for staff
- Troubleshoot and customize Office 365 applications including Word, Excel, One Note, Skype for Business, Outlook, Yammer, Powerpoint
- Liaise with vendors and other IT personnel for problem resolution
- Ensure the operational health of the SharePoint online environment including security, availability, performance, interoperability and reliability
- Provide maintenance/sustainment of existing client SharePoint sites and sub sites, lists, libraries, and content (including pages, workflows, and items)
- Troubleshoot Exchange related issues when alerted by monitoring software

- Conduct routine monitoring and analysis to include Audit Log Reports evaluation, system and storage utilization reports, site and system usage, growth reports, and manage site collection quota settings
- Respond to escalated help desk issues
- Collaborate with Tech Team and other departments to produce applications.
- Formulate program specifications and basic prototypes, transform software designs and specifications into high functioning code in the appropriate language and collaborate with graphic designers to create secure, fully-functioning, aesthetically pleasing products.
- Document standards and best practices for use across IT.
- Identify emerging technology solutions that reduce cost, increase efficiencies, enhance capabilities, reduce risk and improve security
- Integrate individual software solutions to higher level systems
- Test code periodically to ensure it produces the desirable results and perform debugging when necessary
- Perform upgrades to make software and systems more secure and efficient
- Train and educate end-users on O365 capabilities and collaboration tools (OneDrive, Skype, OneNote, Outlook etc)
- Assist with additional technology support and infrastructure at the school as needed.

TERMS OF EMPLOYMENT: Salary and work year to be established by the Board in accordance with local Chinese law and school policy.

EVALUATION: Performance of this job will be evaluated on an annual basis in accordance with provisions of the School Policy. This position is evaluated by the Director of Technology.

HIS BELIEVES:

- That each employee makes a significant contribution to our success,
- That contribution should not be limited to the assigned responsibilities.

Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee or HIS to only the work identified. It is the expectation of the school that each employee will offer his/her services wherever and whenever necessary to ensure the success of our organization.