ST. JOSEPH'S INSTITUTION INTERNATIONAL SCHOOL

St. Joseph's Institution International is a Catholic and Lasallian school that provides a quality international education to a diverse student body, rooted in the community of Singapore. We are seeking a dynamic, experienced, conscientious and proactive individual to join us as:

ICT Operations Manager

Objective

An ICT Operations Manager will oversee and direct the day-to-day activities of the Information and Communication Technology department, ensuring that ICT and audio visual systems, services and infrastructure work reliably and securely. The ICT operations manager will lead a team of specialists to develop and implement school networks and servers, respond to user help desk requests, and monitor system stability, security and performance.

The ICT Operations Manager not only provides guidance and leadership to the ICT department and its specialist, but will also directly support teachers and end users by handling escalations, resolving user issues, and monitoring the performance of school-critical systems to prevent delays and outages and quickly resolve ongoing issues.

Areas of Responsibility:

- Be the key point of contact for school staff requesting ICT support for school events
- Assist in preparing the annual ICT operating budget for the school.
- Ensure all core ICT infrastructure is secure and fit for purpose and refreshed according to school requirements.
- Ensure that accurate up-to-date documentation exists for all ICT infrastructure service at the school
- Review and recommend ICT policies, procedures and standards
- Develop and maintain agreed Service Level Agreement (SLA) and Operations Level Agreement (OLA)
- Ensure data protection standards are administered and in compliance with respect to copyright, computer misuse, and Personal Data Protection Act (PDPA).
- Provide regular reports on IT infrastructure capacity, security and service operations
- Plan, review and provide recommendations in the areas of infrastructure, security, telephony, audio visual and support for the current and future operational needs of the school.
- Provide guidance to school support and infrastructure team members with resolving level 3 technical issues, and provide technical advice when required.
- Manage the ICT Team leads and provide guidance to the ICT networks and support specialists, and take responsibility for monitoring their performance, including the prioritization and allocation of tasks to ensure that SLA are met for school.
- Manage and coordinate with external vendors and suppliers.

- Conduct disaster recovery exercises and tests to ensure systems and infrastructure meet school resiliency requirements
- Maintain the service catalogue description of existing IT Infrastructure services
- Initiate and coordinate actions to maintain or improve service levels and standards
- Stay current with IT technology and best practices
- Undertake any other duties assigned by the Director of ICT

Job requirements

- Minimum 5 years in managing a team preferably in a school environment.
- Cross-disciplinary IT operations experience, e.g., server room operations, core network, Wi-Fi, virtualization, server, storage systems, mobile device management, cloud services, and security.
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable.
- Demonstrable experience of IT project management, including infrastructure projects involving both internal staff and external suppliers
- Experience with planning and implementing core network system
- Knowledge on structure cabling
- Hands-on experience with implementing Microsoft active directory and servers
- Ability to manage, motivate, lead and develop a team.
- Effective time management and organisational skills.
- Strong organizational and planning skills
- Strong problem solving and analytical skills.
- Team player and be able to work with others
- Excellent verbal and written English skill

Qualifications

- A degree in an IT related program is strongly preferred.
- Team management and leadership capacity
- Must have knowledge of the following:
  - MS Active Directory and Windows Servers
  - Group Policy
  - DNS/DHCP
  - Cisco Routing, switching and wireless
  - Backup and recovery
  - Firewalls
  - Encryption
  - Mobile Device management
- ITIL Certification is required
- Cisco Certified Network Professional (CCNP) is preferred
- Project Management Professional (PMP) is preferred
- VMware Certification is an advantage

- AWS certification is an advantage
- Good references on request

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Interested applicants are invited to provide a covering letter (outlining why you are a suitable candidate), detailed (up to four pages) Curriculum Vitae by 1 April 2021 stating current & expected salaries through JobStreet or the Jobs Bank.

Normal working hours are 7.45am to 4.45pm from Monday to Friday.

We regret that only shortlisted candidates will be notified.