



LADY ELEANOR HOLLES
INTERNATIONAL SCHOOL FOSHAN
Staff Recruitment Form

RECRUITMENT SUMMARY

Job Title	IT Technician
Department	IT
Line Manager	IT Manager
Start Date	April / May 2021
Position Type	New
Staff Type	Local
Salary Range	RMB 70,000 - 100,000 per annum dependent on experience

OVERVIEW

LEH International School Foshan is open to students aged between 10 and 18. Its parent school, Lady Eleanor Holles School in London was established in 1710 and consistently achieve outstanding academic results. Last year, 96% of the students achieved grades A*-B at A Level and 95% grades A*-A (levels 9-7) at GCSE. Over 13% of the students attained a place at either Cambridge or Oxford University.

LEH International School Foshan will follow the footsteps of its parent school in providing a holistic British education to young people with a particular focus on their pastoral care. The students also have the option of weekly or termly boarding to take advantage of the School's extensive facilities.

This is an exciting time for a highly motivated professional with good standard of IT and network management skills to join the LEHF IT team. The post-holder will have opportunities to learn and make a significant contribution to the future success of the School.



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THE POST

I. Background

The IT Technician, under the direction of the IT Manager, will support the general daily operation of the IT Department. Initially there will be around 100 users, but this will grow to over 1,000 when the School is full.

The School operates predominantly in a Windows environment including the use of Office 365 and Azure. It also uses several software systems, some sourced from the UK, to support the academic and administrative functions. Assisting with the set-up of audio-visual equipment and the telephone system will fall within the remit of this role.

The IT Technician will have plenty of opportunities to interface with staff hired locally and from abroad (mainly from the UK). A friendly and helpful approach is essential as the post-holder will be responsible for the IT Helpdesk; initially providing on-site and remote first- and second-line support to users with the help of the IT Manager and the IT Engineer when required. Issues should be dealt with promptly and the provision of excellent customer service is essential in this role.

School life is very busy and with increased accessibility from home, it is expected that the IT Technician will work flexibly and deal with any outages of essential systems out of normal working hours at the direction of the IT Manager, the Director of Operations or the Head Master.

II. Job Responsibilities

IT Processes & Management

- Responsible for the effective operation of the entire user support environment (Helpdesk);
- Provide day-to-day Helpdesk support in accordance with the IT procedures and workflow as set out by the IT Manager;
- Manage the Helpdesk and provide first-, second-line support to the school community (staff, students and parents) as necessary in a helpful, pleasant and timely manner;
- Respond to users' queries and requirements in terms of access to network resources and the operation of various software programmes in a timely manner;
- Work closely with the academic departments and support operations to ensure their IT needs are met and issues are resolved promptly and effectively;
- Assist with the preparation of user devices such as personal computers, laptops, tablets, etc.. for issuing and their ongoing maintenance;
- Install, maintain and troubleshoot system programmes, software applications, mobile applications and related services;
- Assist with the installation and ongoing maintenance of telephone exchange, telephones, multi-functional printing devices, audio-visual equipment, switches and other peripherals, satellite TV and internet, working with other colleagues and third-party vendors/partners as necessary;
- Assist with the maintenance of IoT devices throughout the School and ensure their effective operation;



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- Assist with the maintenance of users' accounts, user environments, directories to ensure they are up-to-date and secure;
- Assist with the testing and installation of software upgrades and new hardware as required;
- Work closely with other colleagues, vendors, and service providers as needed to achieve the required IT management and support; and
- Assist with the infrastructure software and hardware updates outside of school hours as requested by the IT Manager.

Policies, Documentation, Systems Security & Reporting

- In co-ordination with the IT Manager, ensure complete and accurate IT network records are kept and updated regularly;
- Prepare and maintain an IT asset inventory and service history;
- Assist the IT Engineer with the recording of the PC, laptop and IP phone details;
- Assist with the running of regular back-up for the School's systems, databases and document stores and periodically perform recovery tests when requested;
- Provide regular status report on open and closed Helpdesk tickets to the IT Manager, close completed tickets on a timely basis and regularly inform the user of progress throughout; and
- Provide the IT Manager with a monthly report in a pre-agreed format.

General

- Keep the IT Manager informed of IT related matters on a regular and timely basis;
- Attend IT Team meetings and general staff meetings as required;
- Participate in the School's performance management review process; and
- Perform any other tasks which commensurate with the role as reasonably requested by the Head Master, the Director of Finance and Operations and the IT Manager.

III. Requirements

LEH International School Foshan is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service (DBS), International Child Protection Certificate (ICPC) or equivalent.

Essential:

- An excellent academic background;
- Good knowledge in Microsoft Office 365 application, Windows 10 operating environment, and the installation and maintenance of PCs and laptops;
- Fluent in Mandarin with working language proficiency in both written and spoken English;
- Excellent communication and interpersonal skills;
- Ability to deal with confidential and sensitive information with tact and discretion;
- Ability to work within a changing environment;
- A team player who can also work independently;
- Willingness to help others; and
- Commitment to personal professional development.



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Preferred:

- Experience of working in an international company or an education environment; and
- Experience of supporting and using Microsoft Office 365, Kingdee HR & Financial systems, management information systems (MIS), online learning portals and intranets.

Working Hours & Annual Leave Entitlement:

- Normal working hours 08:00 - 17:00 including one hour for lunch;
- The post is full-time for 52 weeks per year;
- Annual leave entitlement is 2 weeks or 10 work days; and
- These must be taken during the periods of designated School holidays and not immediately prior to the start of the school year.

If you are interested in applying for this position, please kindly send your application to the HR Manager, Mrs Vivian Lin, at Vivian.lin@leh-foshan.cn.