

# Employment Opportunity

14/12/2021

**Position Title:** ICT Networks Engineer

**Start Date:** Immediate

## General Description

KIS has developed a Mission Statement and core values that commits the school and community to the search for excellence. We believe through the choice of the IB (International Baccalaureate) programmes, CIS accreditation and the development of an effective organizational structure that we provide the tools for attaining our goals. The role of ICT is seen as the tools and systems to support the school Curriculum, Teaching and Assessing for Learning and Operational System across the programmes and throughout the school. As such the ICT Network Engineer is responsible for the following tasks:

## Responsibilities

- Provide end-user technical support and troubleshooting on both hardware & software, Wi-Fi & network configuration and other ICT tasks.
- Ensure network availability & integrity, plan maintenance activities, software & hardware upgrade & installation.
- Diagnose and solve hardware/software faults, document changes on ICT infrastructure & equipment including (LAN & WAN) architecture.
- Log & respond to requests & solve problems, incidents through ticketing system. · Provide technical analysis in data network planning, engineering and design. Provide analysis for implementation techniques and tools for the most efficient solution to network problems. Maintain technical expertise in network, system, security, IP PBX such as routers, switch, Wi-Fi, Firewall, and Proxy Server.
- Troubleshoot networks, systems, security, applications to identify and correct malfunctions. · Perform essential duties as assigned by the ICT Senior Manager.

## Communication

### Internal Communication

- Ensure open and regular communication with the ICT Senior Manager, both in the form of verbal and written report, on problems found, progress and suggestion for improvement. · Ensure open communication at all levels with both teachers and staff when perform the support tasks or report to the ICT Senior Manager immediately if you need help for further communication with the staff
- Ensure that all maintenance requests that are made directly to you, rather than coming through the Helpdesk system, are recorded on Helpdesk system before starting the tasks. · Ensure that the maintenance requests on Helpdesk system are dealt with based on the queue (first come first serve), unless it is the urgent tasks.

- Ensure the Helpdesk tasks are responded and completed with the brief report on what have been done to solve the problem.
- Attend team meetings and committee meetings as required

#### External Communication

- Assist the ICT Senior Manager in communicating and dealing with the external suppliers / contractors as assigned.
- Participate in links between other International schools and organizations such as the International School Technology Exchange Committee (ISTEC).

#### Professional Development

- Promote best practice at all times within the school
- Being familiar with the KIS School Vision, Mission Statement and core values
- Being familiar with the KIS Child protection Protocol and following the KIS Code of Conduct
- Having a workable knowledge of KIS policy, procedure and handbooks
- Ensure familiarity with policies, job descriptions and handbooks relevant to position
- Participate in the Staff professional goals programme and professional portfolio development; meet with supervisor annually to discuss progress

#### Documentation

- Provide a monthly network report to ICT Senior Manager
- Any other assignments assigned by the ICT Senior Manager
- Volunteer and assist other departments when needed i.e. Back to School Night, Education Fair etc.