

KIS International School Reignwood Park

Job Description: Learning Technology Assistant Manager – Operations

Employment Arrangements:

- Full-time contract
- Vacation as per administrative staff

Report to: Learning Technology Manager (LT Manager) / Head of School

Position Overview

In collaboration with the Line Manager, the LT Assistant Manager - Operations, plays a critical role in managing the Operations division of the LT department. This position involves supervising LT Technicians, overseeing helpdesk operations, and ensuring the efficient functioning of LT infrastructure. The LT Assistant Manager, Operations, collaborates with the LT Leadership team, aligns LT strategies with educational goals, and ensures adherence to policies and procedures.

Academic & Professional Qualifications

- Bachelor's degree in LT, Computer Science, or related field.
- Strong knowledge of current network and computer systems, hardware, protocols, and standards.
- Demonstrated capacity to promote and encourage technology integration in education and daily business operations.
- Excellent written and oral communication skills in Thai and English.

Skills, Experience, & Attributes Sought

- Proven leadership skills with experience in managing LT operations.
- Excellent communication skills in Thai and English.
- Ability to work collaboratively in a team environment.
- Familiarity with basic LT operational procedures.
- Strong problem-solving skills and ability to troubleshoot technical issues.
- Experience in ticketing systems and assigning tickets.

Duties and Responsibilities

Operations Management

- Supervise and train LT Technicians responsible for providing technical support.
- Collaborate with the LT Leadership team to develop and implement LT strategies aligned with educational goals.
- Ensure the efficient functioning of LT helpdesk operations, addressing user queries and providing technical assistance.
- Monitor key performance indicators (KPIs) and service level agreements (SLAs), ensuring

timely resolution of support requests.

- Escalate complex issues to LT administrators and management members as needed.
- Lead the planning and deployment of LT resources for school events, including staffing allocation and on-site technical support.
- Manage and provide support for the educational subscriptions as required and provide routine training to staff on best practices.

Technology Support

- Utilising established procedures, like the helpdesk system, to accurately document and track support requests.
- Monitor key performance indicators (KPIs) and service level agreements (SLAs), including resolution times and user satisfaction.
- Provide event support, which includes after hours and weekend support as required.
- Deliver first-level and second-level technical support for LT operational, network, and systems issues.

Collaboration and Teamwork

- Work collaboratively with the LT team to share knowledge, address challenges, and contribute to a cohesive support environment.
- Collaborate with other departments to understand their technology needs and provide assistance where necessary.

Asset and Change Management

- Ensure systems are in place to manage and maintain all infrastructure assets.
- Provide documentation, tagging, and tracking of LT assets.
- Perform periodic asset audits to ensure accurate asset records.
- Submit and verify an accurate asset disposal list for assets no longer in use.
- Plan for infrastructure and maintenance upgrades in consultation with the Line Manager.
- Ensure proper licensing for all hardware and systems.

Reporting

- Provide regular updates to the LT team on support activities and ticket resolutions.
- Collaborate with the LT team to identify trends and patterns in support requests.
- Report any observed security vulnerabilities or potential risks to the LT management promptly.

Change Control and Policy Compliance

- Guide LT staff to ensure compliance with Change Management.
- Operate an effective change management procedure, ensuring policy compliance.
- Lead the school's approach to GDPR and PDPA, providing training and guidance to mitigate data breaches.
- Report breaches of Change management procedures to the Line Manager.
- Ensure LT staff follow information security protocols according to defined policies.
- Act as part of the LT Leadership team and participate in all meetings as required.

Personal Development

- Maintain an up-to-date LT certification according to the published LT Staff Certifications list.
- Stay abreast of the latest LT technology through workshops and training sessions.

Additional Responsibilities

- Perform additional duties and responsibilities as assigned.

We are committed to child protection and follow the Safe Recruitment Practices recommended by the International Task Force on Child Protection.

Approved: 22 May 2024

Reviewed: