

POSITION: Head of Information Technology
REPORTS TO: Chief Financial Officer/Chief Operating Officer (CFO/COO)
CONTRACT TERM: 2 School Years (2025-2027)
CONTRACT START DATE: 1 July 2025
JOB OPENING: 12 November 2024

External: We reserve the right to end the recruitment process once a suitable candidate is found.

PURPOSE

The Head of Information Technology (IT) at Jakarta Intercultural School (JIS) is responsible for the leadership, strategic planning, and management of the school's IT infrastructure, assets, systems, and services. This position oversees the IT department, ensuring that JIS maintains a secure, efficient, and innovative technology environment to support both educational and administrative functions. Collaborating closely with the Technology Integration Coach and educational leadership, the Head of IT ensures that technology is fully aligned with the school's strategic vision, educational goals, and operational needs.

QUALIFICATIONS, EXPERIENCES and ATTRIBUTES

1. Bachelor's degree in Information Technology, Computer Science, or a related field. Master's degree preferred.
2. Minimum of 5 years of experience in IT management, preferably in a K-12 educational setting.
3. Strong knowledge of network administration, server management, data protection, and cybersecurity.
4. Proven experience managing IT projects, budgets, and vendor relationships.
5. Familiarity with Learning Management Systems, such as Google Workspace for Education, Student Information Systems (SIS), and other educational software.
6. Strong leadership skills, with experience in managing and developing IT teams.
7. Excellent communication and interpersonal skills, with the ability to collaborate with diverse stakeholders.
8. Experience in an international school environment is an advantage.
9. Commitment to staying current with emerging technologies and their applications in educational settings.
10. Strong problem-solving skills, with the ability to adapt to a dynamic environment.
11. Strong commitment to child safeguarding, service learning, and environmental stewardship.

DUTIES AND RESPONSIBILITIES

Strategic Leadership and Planning

- Lead the IT department in developing and implementing a long-term vision for technology at JIS, ensuring alignment with the school's strategic plan and educational objectives.
- Collaborate with the CFO/COO and school leadership to identify technology needs and prioritize projects that enhance both operational efficiency and teaching and learning environments.
- Oversee the IT budget, including forecasting, planning, and managing expenditures to ensure efficient and cost-effective use of resources.
- Evaluate and recommend new technologies and systems to improve JIS's infrastructure and enhance the user experience for staff, students, and faculty.

IT Infrastructure and Operations Management

- Oversee the installation, configuration, maintenance, and troubleshooting of the school's network systems, servers, hardware, and software.
- Ensure the integrity, security, and reliability of all IT systems, implementing best practices for data protection, cybersecurity, and disaster recovery.
- Develop and implement IT policies and procedures to ensure high levels of security, stability, and availability across all campuses.
- Manage system performance and ensure seamless connectivity and support for all school operations, including educational platforms and administrative services.

Technical Support and User Services

- Lead the IT support team to deliver timely and effective technical support to all members of the JIS community.
- Develop and maintain IT support protocols and service-level agreements to ensure high standards of service delivery.
- Oversee help-desk operations and ensure that issues are resolved efficiently, providing support to faculty, staff, students, and parents on hardware, software, and network issues.
- Monitor and evaluate IT support services to identify opportunities for improvement and ensure user satisfaction.

Collaboration and Educational Integration

- Collaborate with the Technology Integration Coach to ensure IT infrastructure supports the integration of technology into teaching and learning.
- Provide support for educational technology initiatives, ensuring that the technology environment facilitates innovative teaching practices and enhances student learning outcomes.
- Work closely with teachers and academic leadership to ensure that all IT systems are aligned with curriculum delivery and the school's pedagogical approaches.

Vendor Management and Procurement

- Manage relationships with technology vendors, service providers, and suppliers to ensure the procurement of high-quality, cost-effective technology solutions.
- Oversee the procurement process for IT equipment, software licenses, and services, ensuring compliance with school policies and standards.
- Negotiate contracts and manage vendor agreements to ensure the best possible terms for JIS.

Data Management and Cybersecurity

- Oversee data management processes and ensure that all sensitive information is securely stored and protected in compliance with relevant regulations.
- Collaborate with the Risk Management Advisor and Data Protection Officer to ensure adherence to data privacy laws and government regulations, safeguarding student, staff, and school data.
- Lead the development and implementation of cybersecurity strategies, ensuring that JIS is protected from threats and vulnerabilities.
- Establish protocols for data recovery and business continuity to minimize disruptions in the event of a system failure or data breach.

Project Management

- Lead and manage IT projects from conception through implementation, ensuring they are completed on time, within budget, and to the required standard.
- Coordinate with various stakeholders to align IT projects with the school's goals, ensuring that technology supports both operational efficiency and student outcomes.
- Ensure continuous improvement by reviewing the outcomes of IT projects and adjusting strategies as needed.

Professional Dispositions and Responsibilities

- Embrace and promote the JIS Learning Dispositions: Resilience, Resourcefulness, Relating, and Reflecting.
- Stay current with industry trends and emerging technologies to ensure JIS remains at the forefront of educational technology innovation.
- Perform other related duties as assigned by the CFO/COO.

TO APPLY

Interested candidates should apply directly by email to teachingapplication@jisedu.or.id.

Please submit the following materials as separate PDF attachments in one email:

- Cover letter expressing interest in the position
- Current resume
- List of three to five professional references with name, phone number, and email address (references will not be contacted without the candidate's permission)

Safe Recruitment Statement

At Jakarta Intercultural School (JIS), we are committed to ensuring the safety and well-being of all our students. As part of this commitment, we have implemented rigorous recruitment policies and procedures designed to safeguard our students and uphold the highest standards of child protection.

Our recruitment process includes:

- Thorough verification of the identity and qualifications of all candidates.
- Obtaining and corroborating professional and character references.
- Performing comprehensive background checks in all countries of residence and the candidate's country of origin.
- Conducting a multi-stage interview process, including scenario-based questions to evaluate how candidates handle situations related to student safety and well-being.

Child Safeguarding Policy

JIS has a robust Child Safeguarding policy that seeks to protect our students, their families, and the entire JIS community. This policy ensures that all students have the right to protection and access to confidential support systems. As part of this policy, all community members with access to students must undergo annual child safeguarding training to stay informed and vigilant in protecting our students.

By maintaining these stringent recruitment practices, JIS ensures that our educational environment remains safe, nurturing, and conducive to the well-being and development of every student.