



ST. JOSEPH'S INSTITUTION INTERNATIONAL

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 proactive and enthusiastic team player with strong people skills and cultural sensitivity to join us as:

Application Support Specialist

Overview

To serve as a technical and administrative anchor for the school's digital ecosystem. The Application Specialist ensures the stability and evolution of academic and administrative platforms through level 1 support, rigorous project testing, and disciplined operational management. By bridging the gap between technical complexity and user needs, this role ensures that the institution's software investments are fiscally managed, accurately documented, and seamlessly integrated to support the mission of teaching and learning.

General responsibilities and duties

- Serve as the first-line support for academic and administrative software, providing high-quality technical assistance to faculty, staff, and parents.
- Manage the full lifecycle of support tickets, ensuring all user inquiries are addressed with speed, accuracy, and a high degree of customer service.
- Diagnose and resolve technical friction points within Student Information Systems (SIS), Learning Management Systems (LMS), internal platforms, and cross-system integrations.
- Facilitate the seamless escalation of high-complexity issues to the application manager or external technical teams while maintaining ownership of the user experience and communication.
- Assist in the successful launch and enhancement of new systems and reporting tools through technical configuration and environment setup.
- Act as a key bridge between the support team, Project Managers (PMs), and application stakeholders to ensure requirements are met.
- Coordinate User Acceptance Testing (UAT) cycles, and produce high-quality documentation for new deployments.
- Actively participate in the continuous improvement lifecycle, identifying opportunities to refine digital workflows for both staff and students.
- Oversee the end-to-end procurement workflow by preparing and submitting Purchase Requisitions (PR) for software licenses and application-specific needs.

- Conduct monthly audits and budget reconciliations to ensure all application-related expenses are accurate, optimized, and compliant.
- Develop and maintain a robust technical library, encompassing system configurations, internal process flows, and vendor coordination logs.
- Act as a point of contact for vendor support, ensuring that service-level agreements are met and system documentation remains current.
- Provide versatile administrative support to the IT department, contributing to broader team initiatives and ad-hoc office projects as required.

Requirements:

- Diploma or Bachelor's Degree in Information Technology, Computer Science, or a related technical discipline (e.g., Information Systems, Software Engineering).
- Hands-on experience in application support or systems administration
- Understanding of structured ticket management and service lifecycles
- Foundational certification in SQL or Tableau/Looker Studio data visualization.
- Previous experience working within an educational setting or an organization with complex user-facing applications is a distinct advantage.
- Prior experience with relational databases (SQL) and cloud-based productivity suites Google Workspace.
- Demonstrated ability to perform data queries and basic database administration using MS SQL or SQL.
- Proven experience in managing Google Workspace administration and a functional understanding of Active Directory (AD) and Single Sign-On (SSO) protocols.
- Hands-on exposure to (or a strong aptitude for) data visualization tools such as Looker Studio and big-data platforms like BigQuery.
- Familiarity with AppSheet (or similar low-code platforms) and a conceptual understanding of the .NET framework for troubleshooting purposes.
- Strong ability to analyze complex organizational workflows and translate them into technical application requirements.
- A methodical approach to root-cause analysis and the ability to solve complex system discrepancies under pressure.
- Exceptional verbal and written communication skills, with the ability to bridge the gap between technical teams and non-technical stakeholders (teachers, parents, and staff).
- A self-starter mindset with the agility to learn and implement emerging educational technologies in a fast-paced environment.
- Ability to work effectively within a cross-functional project team while maintaining the discipline to manage independent tasks and deadlines.
- A dedicated "user-first" mentality focused on providing empathetic support and optimizing the end-user journey.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to his 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.

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