



SHREWSBURY INTERNATIONAL SCHOOL

BANGKOK • CITY CAMPUS

Job Description

Position: ICT Supervisor

Department: ICT

General: Shrewsbury International School Bangkok City Campus

Key Responsibilities: The ICT Supervisor is responsible for the proper performance of the ICT function of the school. The ICT Supervisor reports to the Principal of the school together with a line of responsibility to the Regional IT function. In particular, the IT Supervisor will:

- maintain the school's ICT network, hardware, software and web based applications ensuring they perform to the requirements of the school;
- respond to solving network related issues ensuring a prompt resolution of all day to day problems, making appropriate arrangements to minimise down time for users;
- manage and prioritise workloads and deadlines whilst still maintaining the quality of work;
- maintain the integrity and security of school ICT equipment and electronic data including, but not limited to, virus protection and backup strategies and access control protocols;
- to liaise with external service providers as required to sustain the integrity and smooth operation of the network, online applications and ICT equipment;
- to manage the maintenance, upgrading, configuration, distribution and installation of computing equipment, software, network services and communications;

- to maintain asset registers of hardware, software and consumables and other network and systems documentation;
- propose ICT budgets and control expenditure to budget;
- to control staff and student use of the network and ICT equipment, holding users to account for good, safe and appropriate use of the service;
- ensure all staff are made aware of network user expectations and provide initial basic training to staff where necessary to allow access to the network and ICT equipment;
- to manage the creation of user accounts for staff and students internal and external and monitor their use to ensure that school policies are adhered to;
- carry out administrative duties relating to the schools' IT systems including Google Apps for education, Firefly, Destiny and Overdrive;
- maintain an up to date technical competence and awareness of products and suppliers;
- carry out upgrades and implementation of software when required;
- work with the regional ICT function to devise strategy and planning;
- in conjunction with the regional ICT function implement and align agreed regional ICT strategy into the school;
- manage and delegate work to ICT team members as appropriate
- ensure the ICT support team of the school is service-minded and complies with school policies;
- carry out other ICT-related duties and tasks that may arise from time to time.

Professional
Expectations:

The ICT Supervisor should have the following qualities:

- experience of providing technical support service to Apple and Microsoft devices including administration, installation and updating of software;
- broad knowledge of network design, configuration, operations,

and administration with strong leadership skills;

- advance Knowledge of network technologies (e.g., Fortinet Firewall, HP switches, Aruba Wifi System, Digital Signage);
- advance knowledge of Microsoft Server Operating Systems, server roles and features (e.g. Hyper V, AD, DNS, DHCP, Group Policy Management, Network Policy Server);
- advance knowledge of School Systems (e.g. Exchange Server, Google Suite, 0365, iSAMs, Firefly, Destiny, Room Booking System, WinSpeed Accounting System, Sophos Antivirus);
- possess basic programming knowledge in Microsoft Access, MySQL, SQL server;
- possess Web Programming knowledge in ASP, PHP, CMS such as Wordpress;
- experience of working in a fast-moving school IT department is desirable;
- conversant in Thai with reasonable language skills in English;
- able to motivate and work effectively as part of a team;
- possess utmost integrity and honesty;
- “can-do” attitude;
- flexible in work and duties;
- excellent organisational and administrative skills having an attention to detail and accuracy;
- excellent customer service understanding and application.

Child
Safeguarding:

Shrewsbury International School Bangkok City Campus is committed to safeguarding and promoting the welfare of children. The successful candidate will be required to:

- attend in-house Child Safeguarding programmes;
- promote and safeguard the welfare of all children in the school;
- report to the Child Protection Officer any concerns they have for the welfare of a child;
- keep professional relationships with children where personal

boundaries are respected and maintained;

- seek advice from a Line Manager or Child Protection Officer with issues or concerns related to Child Safeguarding.

Requirements:

- Satisfactory Thai Police Criminal Record check
- Confirmation of identity
- Satisfactory references
- Verification of qualifications and work experience

How to Apply:

Applications must be made through the online Shrewsbury International School Application Form, which is available on the school website “Job Vacancies” page.

<http://city.shrewsbury.ac.th/Current-Vacancies>

Further Details:

Full details of the school are available on our website at city.shrewsbury.ac.th

Any queries should be forwarded to jobs-city@shrewsbury.ac.th.