

Job Description

ICT Support Officer

Guiding Statements

- **Our Vision:** To provide an innovative international education that inspires learners to make a positive impact on the world.
- **Our Mission:** To provide an inclusive learning community, embracing diversity by offering a challenging IB education which empowers its members to be caring, global citizens.
- **Our Motto:** “Igniting Minds, Impacting Lives”

School Context

IGB International School (IGBIS) is a vibrant Early Years to Grade 12 international school that provides a dynamic, innovative and inclusive learning environment where students are challenged to excel in both their learning and personal growth. An International Baccalaureate (IB) World School, IGBIS was the first school in Malaysia authorised for the full continuum of IB programmes: the Primary Years Programme (PYP), the Middle Years Programme (MYP), the Diploma Programme (DP), and the Career-related Programme (CP). IGBIS is the only school in Malaysia accredited by the New England Association of Schools and Colleges (NEASC) and is also a member of the Association of International Malaysian Schools (AIMS), the East Asia Regional Council of Schools (EARCOS), the Council of International Schools (CIS) and Next Frontier Inclusion.

An IB education aims to develop inquiring, knowledgeable and caring young people who help create a better and more peaceful world through intercultural understanding and respect. This philosophy underpins the curriculum, co-curricular and after-school programmes at IGBIS with the aim to inspire students to become principled, global citizens. IGBIS is committed to providing high-quality international education for our students in an inclusive learning community where they participate in a challenging, caring and holistic educational experience.

Pro-Diversity Statement

As a school with inclusiveness as a Pillar, we are committed to diversity and therefore aim to hire staff as diverse as the students we serve. Our goal is to create an organizational culture that gives voice to a variety of global perspectives from within Malaysia and across the world. We work with a wide range of people who are experienced, qualified and mission-aligned, including people from traditionally underrepresented backgrounds.

Child Safeguarding Commitment

Safeguarding the welfare of children and young people is a priority and we expect all staff to share that commitment. All IGBIS teachers and staff undergo child safeguarding screening including checks with past employers, law enforcement authorities, and other governmental agencies as required.

Reports to

ICT Manager

Main Working Relationships

Students, fellow teachers, inclusion aides, academic support and admin staff.

Our Shared Responsibility

- Commit to, pursue and positively promote the School's Vision, Mission, Motto and Pillars.
- Model and encourage culture and climate in support of the IGBIS Guiding Statements and the IB Learner Profile to create a sense of belonging for all.
- Develop an environment in which students and staff are challenged, supported and provided with a sense of purpose so as to develop and maintain an enthusiasm for learning.
- Critically reflect on and constantly improve your own knowledge and skills through professional dialogue, collaboration and professional development.
- Build relationships with all stakeholders that promote the success of the School.
- Communicate effectively with students, parents, school administrators and other staff, including the ability to discuss topics which may be sensitive and/or challenging.
- Have the ability to organize tasks and manage your time in order to meet deadlines with accuracy and professionalism.

Position-Specific Responsibilities

1) Maintenance /Preventative Action

- Undertake routine maintenance and repair of computing facilities in the school. Assist in preventative maintenance (avoidance of problems) and attention to safety by ensuring measures are implemented for the correct operation of equipment.
- Undertake regular maintenance and routine repairs of all computers and associated equipment throughout the school.
- Maintain tools and equipment for repair services.
- Order parts and computer stocks, as required, and maintain equipment records
- Assets Management

2) Support Services

- Provide support services for networking to enable wider access and reduced downtime of school computing facilities.
- Assist in the installation of new equipment and software.

- Provide technical input and assist in networking computers and associated equipment.
- Assist in developing and implementing procedures and guidelines for the correct and safe operation of computing equipment.
- Provide on-site support for students, teachers, staff and other service providers to the school.
- Log support and service requests, and provide research or solutions on remedies

1st Level

- Network Administrator (Network switches, wireless router, printer/scanner, smartboard, project)
- Support ICT planning & implementation
- Student management system administrator & implementation
- Student login account & folder creation/ maintenance
- Email system, ACCPAC, HRIS administration & support
- Network diagram, ICT inventory & documentary

2nd Level

- User support – helpdesk
- PC & printer, projector & other ICT equipment setup
- Software installation mobile lab support
- Support in PCT planning & implementation - deployment
- Server & PABX

3) Others

- Assist ICT Manager to oversee the implementation of OPEX and CAPEX budgets, purchase approved items and maintain a record of purchases.
- Undertake any task as and when assigned by the line manager
- Perform administration duties and deputize the ICT Manager in his/her absence

Personal Attributes, Skills and Characteristics

- Honesty, integrity and compassion, all with a good sense of humour.
- Outstanding interpersonal skills: a good listener who thrives in a collaborative environment.
- Fluency in English with strong oral and written communication skills.

- Have the resilience, flexibility and energy needed to thrive in a growing and dynamic school.
- Ability to establish effective working relationships based on mutual respect with co-workers, students and parents alike.
- Open- and internationally-minded with good intercultural understanding.
- Proven problem-solving skills and the initiative to act on them.
- Always act with integrity and maintain professional conduct in accordance with the company's core values.
- A good team player

Required Qualifications

- Possess Degree in IT/Computer Science
- 2-4 years of relevant working experience in network & server administration, software applications support and helpdesk administration preferably in the education industry.
- Experience in supporting user networks with an excess of 300 devices and 500 users.

Additional Notes

This job description details responsibilities but is not prescriptive. The incumbent may be required to undertake other duties and responsibilities commensurate with the scope of the post. This job description may be subject to amendment, to meet the changing needs of the school, following appropriate consultation.

IGBIS is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share and demonstrate this commitment.

How to Apply

Candidates should email their application to Human Resources at recruitment@igbis.edu.my with the specific position being applied to in the subject line. Please be sure to include:

1. A cover letter specific to the role you are applying for with why you believe you are a fit.
2. An up-to-date CV with no employment gaps.
3. The contact details for three referees including your current/most recent Head of School or equivalent.

