

Information Technology Support Staff

Applicants should have

- (i) a Diploma or above in IT-related disciplines from a recognized university or technical institute;
- (ii) at least 5 years' relevant post-qualification work experience, preferably in technical support and software development and/or support and development of e-Learning and e-School Bag Scheme and/or in network administration and firewall setup;
- (iii) good knowledge of and experience in web-based programming, including HTML, XML, Perl, C#, VB, CSS, ASP.NET, PHP, JavaScript, SQL, etc.;
- (iv) hands-on experience in providing frontline technical support for users, setting up IT/AV equipment, and installing/configuring hardware/software;
- (v) knowledge of and experience in setting up and maintaining Microsoft Windows servers, MySQL, DNS, IIS, Linux servers and VMware ESXI servers;
- (vi) experience in managing networks, hardware firewall, and groups of PC and Mac;
- (vii) good problem-solving, analytical, interpersonal and communication skills with the ability to work in a bilingual and team environment; and
- (viii) strong self-motivation with the ability to perform multi-tasking, under pressure and tight deadlines.

Duties include

- (i) Assisting in the development of e-Learning curriculum and e-School bag Scheme among different subjects across different systems, e.g. Windows, iOS, Google, Android, etc;
- (ii) Assisting in the development of school-based STEAM curriculum;
- (iii) Operating and monitoring computer equipment, network and servers, including mobile computing devices and audio/video equipment;
- (iv) Performing user IT support and assisting in incident management/trouble shooting;
- (v) Assisting in the management of computer job processing and systems, including WebSAMS, e-learning platforms, schools' intranet and webpages;
- (vi) Assisting in procurement of IT equipment and services, contract administration, site preparation, and management of IT asset and external suppliers such as WiFi service providers; and
- (vii) Assisting in maintenance of records and documentation; and any other relevant technical duties in supporting IT in Education.