Xi'an Liangjiatan International School Job Description

Position: ICT Officer	
Department: ICT Center	
Supervisor: Director of Logistics	

XLIS Mission

XLIS provides a non-profit education focusing on enabling students to be confident, open-minded global citizens through life-long learning and a sense of community.

XLIS Vision

To lead education through innovation and a student-centered, community-driven approach.

Main Responsibilities:

1. IT Support Services

- Create a positive, user-friendly environment for all staff, students, and visitors when interacting with IT services.
- Support the mission and vision of the school by aligning technology use with the educational goals of XLIS.
- Maintain and develop the school's IT infrastructure, including networks, hardware, and software systems, ensuring optimal performance and security.
- Manage the XLIS WeChat app, OA System, device management, and the new security and facility management system.
- Provide technical support to students, staff, and the wider XLIS community, resolving issues promptly and efficiently.
- Oversee the procurement, installation, and maintenance of technology equipment and devices (e.g., computers, printers, projectors) across the school.
- Ensure the seamless integration of the latest technologies to enhance teaching, learning, and operational efficiency.
- Collaborate with teachers to support digital literacy, offering guidance on appropriate tools and devices for teaching and learning.
- Develop and maintain the school's IT resources, including managing user access and permissions.
- Troubleshoot and resolve technical issues for end-users across the school, providing clear, patient communication.
- Support staff and students in becoming responsible and ethical users of digital technology, promoting best practices in digital citizenship.
- Ensure the security and integrity of the school's data, applying policies and procedures related to data protection and cybersecurity.

- Stay up to date with current IT trends and advancements, applying this knowledge to recommend and implement improvements within the school's IT services.
- Participate in curriculum and departmental meetings to offer input on integrating technology into classroom and administrative practices.
- Assist with training staff on new systems, tools, and software to ensure confident and effective use of technology.

2. Hardware and Software Management

- Oversee the installation, configuration, and maintenance of all school hardware, and other IT equipment, ensuring reliable operation.
- Manage software systems, including installation, updates, licenses, and troubleshooting.
- Conduct regular audits of all hardware and software to assess functionality, security, and potential upgrades needed to support the school's needs.
- Implement and maintain backup solutions and disaster recovery plans for all critical systems to safeguard school data and ensure operational continuity.

3. Software Development

- Manage and maintain the school's system databases using MySQL and other relevant database management tools to ensure data integrity, accessibility, and security.
- Develop and maintain internal web applications using PHP, Java, HTML, and other programming languages to support administrative functions.
- Collaborate with different departments to develop custom software solutions that streamline processes, automate tasks, and improve efficiency.

4. Event Support

- Provide on-site and remote technical support for school events, ensuring that all IT equipment, network connectivity, and software applications function smoothly before, during, and after events.
- Set up and manage audio-visual equipment, projectors, microphones, and other technology required for presentations, workshops, and conferences.
- Coordinate with event organizers to understand and meet specific technical requirements, offering solutions for both planned and unexpected needs.
- Troubleshoot and resolve any technical issues that arise during events in real-time, minimizing disruptions and ensuring a seamless experience for attendees.
- Be available for out-of-hours support for evening and weekend events, ensuring the smooth operation of all technological aspects for school functions.

5. <u>Professionalism</u>

- Demonstrate a thorough understanding of the school's policies and procedures related to teaching and learning, child protection, health and safety, asset management, IT, and digital devices.
- Uphold the school's code of ethics and maintain the highest standards of professional conduct.
- Actively pursue professional development opportunities to foster personal and professional growth.
- Communicate clearly and collaborate effectively with colleagues, including students, teachers, and administrators.
- Exhibit cultural sensitivity and adaptability when working in a diverse environment, fostering effective collaboration with individuals from various nationalities and backgrounds.
- Build and maintain trust through transparent and ethical communication, always acting in the best interest of the school and its community.
- Manage time efficiently, prioritize tasks appropriately, and consistently deliver high-quality work within established deadlines.

6. <u>Skills and Abilities Required</u>

- Strong knowledge of hardware and software management, including installation, configuration, troubleshooting, and maintenance of IT systems.
- Proficiency in web development languages (e.g., PHP, Java, HTML) and experience in managing databases (e.g., MySQL), with the ability to develop and maintain custom applications.
- Excellent analytical and troubleshooting skills.
- Strong verbal and written English communication skills, enabling effective interaction with staff, students, parents, and external vendors.
- Ability to manage multiple IT projects simultaneously, prioritize tasks, meet deadlines, and deliver high-quality solutions that meet the school's operational needs.
- Ability to stay current with evolving technologies and quickly adapt to new systems, tools, and software in a dynamic school environment.
- Strong organizational skills and attention to detail when managing IT resources, ensuring data security, and maintaining system reliability.