

Xi'an Liangjiatan International School

Job Description

Department: IT Department
Position: IT Technical Officer
Direct 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. School core IT infrastructure management and maintenance

- Regularly update software and firmware on all devices in the school's IT infrastructure, including servers and network equipment to ensure the latest security patches and bug fixes are applied.
- Monitor the performance of the school's IT systems, including ISP lines, network bandwidth, server utilization, and application responsiveness, to proactively identify and address potential issues before they become major problems.
- Monitor and maintain the school's wireless network to ensure stable and secure connectivity for staff and students.
- Ensure that all user accounts are properly managed and secured, including assigning appropriate permissions and access levels, resetting passwords as needed, and removing inactive or obsolete accounts to reduce the risk of unauthorized access.
- Maintain backups of critical data and files on a regular basis, and periodically test the restoration process to ensure that backups are reliable and up to date in the event of a disaster or system failure.
- Monitor network traffic and usage patterns to identify potential security threats and vulnerabilities, and take proactive measures to protect against them, such as implementing firewall rules, intrusion detection systems, anti-virus, and other security measures.
- Maintain and manage existing IT systems (software and hardware) including OA system, Library Destiny system, Office365, Ali Cloud services, Tencent Cloud services, wireless authentication system, VOIP telephone system, One Card system, Uniflow printing system, CCTV system, PA system, VR map system, translation system and online streaming system.
- Regularly update firewall strategies, router mapping relations, email flow strategies, DNS records to ensure school network services security and availability.

2. Internal system management and development

- Continuously assess the schools' internal systems and applications to identify areas for improvement, and develop and implement strategies for enhancing functionality, scalability, and user experience.
- Ensure that internal systems and applications are properly integrated and functioning correctly, including databases, software applications such as the OA system, and other internal tools that are critical to the schools' operation.
- Support the school with the development and deployment of new applications, including planning, coding, testing, and training, to ensure that they meet the schools' requirements.

3. Technical support

- Respond promptly and courteously to all technical support requests from staff and students, either in person, by phone, or via email, to diagnose and resolve issues related to hardware, software, network connectivity, or other IT-related issues.
- Maintain a comprehensive knowledge base of common IT issues and solutions to enable quick and accurate diagnosis and resolution of future technical issues.
- Provide training and guidance to staff and students on the proper use of IT equipment and systems, including best practices for data security, password management, and safe computing.
- Ensure that all IT equipment and systems are properly configured and maintained, including regular software updates, virus scans, and hardware maintenance, to minimize downtime and ensure optimal performance for all staff and students.

4. Other Responsibilities

- Coordinate with event organizers to ensure IT resources such as audio-visual equipment, internet connectivity, and other technology requirements are met.
- Provide technical support for after-school activities and events that require IT resources, such as ECA's, whole-school events, and camps.
- Work closely with the school's management and senior leadership teams to implement and maintain appropriate measures to ensure the safety of students online, including monitoring of internet usage and blocking access to inappropriate content.
- Collaborate with the school's Head of Logistics to ensure that all IT equipment and infrastructure meet relevant safety standards, such as ensuring IT equipment is regularly inspected and tested, and that the school's IT policies and procedures are aligned with health and safety guidelines.

5. Professionalism

- Familiar with the school's policies and procedures related to IT operations, as well as adherence to ethical and professional standards when dealing with confidential information.
- Continuous improvement of technical skills and knowledge, staying up to date with emerging trends and technologies appropriate for international school's.
- Clear communication and collaboration with colleagues, including teachers and administrators, to ensure that their IT needs are met, and problems are resolved efficiently.
- Sensitivity to cultural differences and the ability to adapt to diverse working environments, which may involve collaborating with people from different nationalities and backgrounds.

- Establishing trust and honest work ethics, being transparent in all communications, and working in the best interest of the school and its community.
- Managing time effectively, being able to prioritize tasks, and delivering quality work within deadlines.
- Providing excellent technical support, by promptly responding to inquiries, troubleshooting technical problems, and providing support to all staff and students.
- Develop and implement security protocols to ensure the safety and integrity of the school's data and technology resources, while also protecting student and staff privacy and complying with data protection regulations.

6. Skills Required

- In-depth technical knowledge and skills to handle various IT-related tasks, such as software management, network administration, database or information management, and cybersecurity, and be familiar with web-based service structure, and applications of SQL.
- A strong command of both English and Chinese language to communicate effectively with both staff and students.
- Possess cross-cultural skills to work seamlessly with diverse teams from different cultural backgrounds and to understand their unique needs and perspectives.
- Work effectively in a team environment, collaborate with colleagues from different departments, and share knowledge and expertise to achieve common goals.
- Strong management skills to plan, organize, and execute projects efficiently, meet deadlines, and ensure optimal use of resources.
- Attention to detail to identify and resolve issues and ensure that systems and applications are working correctly.