



LADY ELEANOR HOLLES
INTERNATIONAL SCHOOL FOSHAN
Staff Recruitment Form

RECRUITMENT SUMMARY

Job Title	Senior IT Engineer
Department	IT
Line Manager	IT Manager
Start Date	May 2020
Position Type	New
Staff Type	Local
Salary Range	RMB 120,000 – 180,000 per annum dependent on experience

OVERVIEW

LEH International School Foshan will be formally opening to students aged between 10 and 18 in September 2020. Its parent school, Lady Eleanor Holles School in Hampton, London was established in 1710 and consistently achieve outstanding academic results. Last year, 98% of the students achieved grades A*-B at A Level and 93% grades A*-A (levels 9-7) at GCSE. Over 10% of the students attained a place at either Cambridge or Oxford University.

LEH International School Foshan will follow the footsteps of its parent school in providing a holistic British education to young people with a particular focus on their pastoral care. The students also have the option of weekly or termly boarding to take advantage of the School's extensive facilities.

This is an exciting time for a highly motivated professional with excellent IT and network management skills to join the LEHF IT team. The post-holder will make a significant contribution to the future success of the School.



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THE POST

I. Background

The Senior IT Engineer, under the direction of the IT Manager, will play a key part in providing the school community with a secure, efficient and effective IT network. The post-holder should have an in-depth technical knowledge in the building and maintaining an IT infrastructure in a medium sized company and be familiar with domestic and international brands of network equipment. Initially there will be around 100 users, but this will grow to over 1,000 when the School is full.

The School operates predominantly in a Windows environment including the use of Office 365 and Azure. It also uses several software systems, mainly sourced from the UK, to support the academic and administrative functions. The management of audio-visual equipment and the telephone system will fall within the remit of this role.

The Senior IT Engineer will have plenty of opportunities to interface with staff hired locally and from abroad (mainly from the UK). A friendly and helpful approach is essential as the post-holder will be responsible for running the Helpdesk; initially providing first-, second- and third-line support to users with the help of the IT Manager when required. The IT team will grow as the School grows.

School life is very busy and with increased accessibility from home, it is expected that the Senior IT Engineer will work flexibly and deal with any outages of essential systems out of normal working hours at the direction of the IT Manager, the Director of Operations or the Head Master.

II. Job Responsibilities

IT Processes & Management

- Responsible for the effective operation of the entire user support environment;
- Manage the Helpdesk and provide first-, second- and third- line support to the school community (staff, students and parents) as necessary in a helpful and timely manner;
- Respond to users' queries and requirements in terms of access to network resources and the operation of various software programmes in a timely manner;
- Prepare user devices such as personal computers, laptops, tablets, etc.. for issuing and be responsible for their ongoing maintenance;
- Install, maintain and troubleshoot system programmes, software applications, mobile applications and related services;
- Oversee the installation and ongoing maintenance of telephone exchange, telephones, multi-functional printing devices, audio-visual equipment, switches and other peripherals, satellite TV and internet, working with other colleagues and third-party vendors/partners as necessary;
- Responsible for maintaining LAN hardware, software, telecom equipment and telephony servers;
- Maintain IoT devices throughout the School and ensure their effective operation;
- Responsible for implementing and maintaining Microsoft O365 portal admin, including OneDrive, Azure, Teams, MS Exchange and IPPBX;

- Maintain users' accounts, user environments, directories to ensure they are up-to-date and secure;
- Test and install software upgrades and new hardware;
- Work closely with other colleagues, vendors, and service providers as needed to achieve the required IT management and support; and
- Coordinate and implement infrastructure software and hardware updates outside of school hours.

Policies, Documentation, Systems Security & Development Plan

- In co-ordination with the IT Manager, ensure complete and accurate IT network records are kept and updated regularly;
- Run regular back-up for the School's systems, databases and document stores and periodically perform recovery tests;
- Organise and oversee any penetration testing of the School's systems and networks as directed by the IT Manager to ensure these are robustly protected from potential internal and external threats;
- Prepare and maintain an IT asset inventory and service history;
- Work with the IT Manager to develop IT related policies such as acceptable use, data protection as well as network and systems security policies; and
- Assist the IT Manager with the development of the School's IT Strategic / Development Plan and IT Budget as required.

General

- Keep the IT Manager informed of IT related matters on a regular and timely basis;
- Attend IT Team meetings as required;
- Participate in the School's performance management review process; and
- Perform any other tasks which commensurate with the role as reasonably requested by the Head Master, the Director of Finance and Operations and the IT Manager.

III. Requirements

LEH International School, Foshan is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service (DBS), International Child Protection Certificate (ICPC) or equivalent.

Essential:

- A strong academic and IT technical background;
- Experience in server virtualisation and cloud service provision using traditional server storage and / or HCI;
- Strong technical knowledge and experience in using OSI 7-layer models especially working with layer 1 to layer 4 switches;
- Fluent in Mandarin with working language proficiency in English;
- Excellent communication and interpersonal skills;



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- Ability to deal with confidential and sensitive information with tact and discretion;
- Ability to work within a changing environment;
- A team player who can also work independently;
- Willingness to help others;
- Commitment to personal professional development;

Preferred:

- Holder of CCNA level certificates from Cisco or Huawei;
- Experience in the configuration of layer 2 and layer 3 switches, AC, AP, DNS, DHCP, and Terminal Services;
- Experience of supporting and using Microsoft Office365, Kingdee HR & Financial systems, management information systems, online learning portals and intranets;
- Experience of working in a multi-national company or an education environment; and
- Experience in company relocation and/or large IT implementation projects.

If you are interested in this position please send your application to vivian.lin@leh-foshan.cn.