



IT Engineer

Harrow International School Hong Kong is the first international boarding and day school in Hong Kong. It is the third school in the Harrow family of schools in the Asia region and provides a British education from Early Years to Year 13 in custom-built facilities in a stunning location in Hong Kong. The School combines elements of educational philosophy, practice and traditions from Harrow School in London with the international mindedness of a diverse pupil body in Hong Kong. Having opened in September 2012, the School roll is currently around 1600 and the school achieves the best results in Hong Kong at A-level and GCSE. We were delighted to have featured as one of the top Schools in the World, top 10 Schools in Asia and one of the leading schools in Hong Kong according to the Spear's Index and CARFAX Index since 2020. Harrow Hong Kong is, however, about much more than academic results and our pupils excel in music, drama, sport and art as well as service and charity work. Our pupils go on to some of most prestigious universities across the world including Oxford, Cambridge, Imperial College London, Durham University, University of Exeter, The University of Edinburgh, Harvard, Stanford, Yale, Princeton University, UPenn, UC Berkeley, The University of Hong Kong and Tsinghua University.

Job Title: IT Engineer

Job Purpose: To assist in the maintenance and development of the school ICT systems and networks

To provide technical support for all users (academic and non-academic staff, pupils and guests).

To provide instructions and sometimes basic training to staff on the use of the school's main ICT specialist equipment.

Start Date: As soon as possible

Tenure: Full time, permanent

Reporting Line: IT Manager

Job Description

- Supporting and maintaining the school's IT infrastructure
- Actively/proactively participating in effective incident resolution
- Diagnosing and solving common IT-related problems
- Supporting and maintaining the school's safety as well as the privacy policies
- In compliance of applicable rules, regulations, legislation and procedures including the school's Acceptable Use Policy, Health and Safety, Data Protection, etc.
- Working in accordance of the school's ICT policies and procedures in order to safeguard all users, promote the welfare of the pupils and to raise any concerns relating to such procedures which may be noted during the course of duty

Specific aims and key responsibilities of this position are:

IT Support:

- Providing support for the school hardware (MacBooks, iPads, iMacs, PCs, Printers etc.)/software including responsibility for software installation and updates and carrying out remedial work
- Assisting in the maintenance of the school ICT networks
- Providing first and second tier support on all computer systems, installation, setup, troubleshooting and ongoing maintenance. Coordinate with vendors for maintenance where required
- On-site, phone and out-of-hours support services as required
- Providing technical support, on-boarding and training for all users, curriculum and admin as well as pupils and parents where required.
- Maintaining and supporting the implementation of the school Online Web Helpdesk
- Ensuring that the school IT asset inventory is up-to-date
- Developing, maintaining, extending and supporting the implementation of the school Apple Devices Management System, iPads, and other mobile devices
- Providing technical support, on-boarding and training for all users, curriculum and admin as well as pupils and parents where required
- Supporting Classroom Audio-Visual technologies.
- Providing support for school meetings and events
- Undertaking any other ICT related duties as required

IT Maintenance:

- Performing complete computer installations and/or setup
- Administering e-mail and user groups and accounts within the school
- Maintaining an up-to-date inventory of the specialist ICT equipment
- Configuring and maintaining all software applications for consistent use
- Assisting in removing and replacing out of date specialist ICT equipment from the network

Safety Compliance:

- Monitoring and achieving the efficient organisation of the work and storage areas and ensuring cleanliness, safety and security
- Maintaining confidentiality of information acquired in the course of undertaking duties for the ICT department

Other responsibilities:

- Implementing safeguarding procedures at the School
- Undertaking duties as the Head of School or a delegated representative may reasonably request.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The post holder will be expected to comply with any reasonable request by the line manager to undertake work of a similar level that is not specified in this job description. This job description may be amended at any time following discussion between the line manager and member of staff, and will be reviewed annually.

Harrow Hong Kong is fundamentally committed to safeguarding the children in our care and their welfare is our top priority.

All adults in the School community are expected to follow its Child Protection procedures and are required to undertake safeguarding checks.

Harrow Hong Kong reserves the right to recruit at any stage during the selection process.

Person Specification

The successful candidate will be likely to fit the following profile:

Qualifications:

- Degree or higher diploma in IT or a related discipline

Knowledge and Skills:

- Experience with Mac OSX, IOS, Windows 8 to 11
- Technical knowledge of O365 and Google Workplace
- Networking experience (Cisco Wi-Fi, FMC, IOS)
- Relevant certifications (e.g., CCNA, CCNP, MCSA, MCSE, VMWare certifications, etc.) is desirable but not essential
- Working knowledge of Microsoft services (AD, DNS, DHCP)
- Knowledge of MDM (Jamf) services, including apps deployment.
- Project management / coordination experience
- Excellent interpersonal and communication skills in both written & oral English
- Excellent troubleshooting skills

Personal Qualities:

- High levels of personal and professional integrity
- Ability to exercise discretion and confidentiality
- Ability to work as part of a team and independently
- Planning & Initiative
- Customer-oriented and a professional approach to internal and external stakeholders at all times
- Personal warmth to gain the confidence of pupils, staff and parents

Attitudes:

- Self-motivated, with good sense of responsibility
- Proactive and a positive 'can do' approach in all aspects of the role
- Collaborative approach to team working, both internally and with external vendors
- Flexible, diligent, positive and enthusiastic
- Eagerness and willingness to learn and develop new skills, as required by the role
- High levels of personal presentation, integrity and communication skill