

When to use this form: A Job Description is a summary of a job analysis and is used to assist managers determine an existing or prospective role. Seek HR advice if assistance is required. This form is to be completed by managers who are undertaking:

- Recruitment
- Role and responsibility review of existing jobs
- Performance Management and Assessment of employees
- Training review and assessment
- Compensation & benefits review

Answers should be concise and to the point and it should describe the job as it is now and for the foreseeable future.

Where to send this form: Form can be emailed or sent to the HR Department.

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	ICT Application Support Specialist	Reference: 200318
Function/Department	ICT	Location: Stamford American School, Hong Kong
Manager Title	ICT Support Manager / Director	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

Reporting directly to the Head of ICT, the ICT Application Support Specialist is responsible for the technical operations and system administration of the Student Information System/Learning Management System (SIS/LMS), Admissions application including, but not limited to, system configuration, deployment, user enrolment, student data analytics, performance management, and resolution of technical issues, ensuring the system is properly configured and supported at all times. This individual will work closely with the IT team, teachers and learners across school to ensure our learning systems are leveraged for success.

Responsibilities

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third party services.

- Administer, Maintain and support PowerSchool Student Information System. (SIS)
- Administer, Maintain and support MyStamford (PowerSchool Learning) / Learning Management System (LMS)
- Support School's Admission System (E2C based on Microsoft Dynamics 365)
- Be the primary technical contact for the school with SIS and LMS
- End of Year Process / Beginning of Year Process (Yearly rollover)
- Responsible for distribution of Parent Portal login information and responsible for parent User IDs, passwords and access codes.
- Serving as a point of escalation for all system issues, administrative aspects, and important processes of the LMS, including managing user groups, user permissions and notifications, and configuration.
- Assist Learning Leaders with establishing curricular scheduling for teachers and students.
- Ensure current functionality is maintained and determine the integrity of new functionality.

- Develop and revise processes and procedures, standards and guidelines relating to schools' databases.
- Understand and apply system wide workflow and processes as well as relationships with other internal and external databases.
- Maintain workflow of new and expiring student/staff accounts.
- User Training: Responsible for the training and support of all faculty and staff, in both the SIS and LMS functions or PowerSchool.

Position Requirements

- Ability to learn knowledge of new systems quickly and apply them in the work environment
- Prior knowledge and/or experience with LMS or SIS is desirable
- Excellent verbal and written English skills
- Working experience of MS SQL and Microsoft SSRS tools
- Excellent customer service skills and telephone manners
- Communicate successfully with people at all levels
- Team player
- Effective time management and organizational skills

Qualifications

- Degree holders preferred. Diploma holders in related discipline or any IT related discipline may also apply

Contacts

- Works closely with Head of ICT, ICT Department staff, Education Learning Leaders, faculty, and staff to bring the best SIS and LMS experience to stakeholders
- Liaises with hardware and software suppliers as requested

Working Conditions

- Duties performed within a school environment.
- Will be required to work independently and as part of a collaborative team effort.
- Extended working hours to complete some projects may be required

Terms of Employment

- Working Hours: 7:30 am – 4:30 pm, Monday to Friday
- Annual Leave: 15 working days
- Medical Benefits: Local medical insurance provided
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required

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