Job Description
Wellington College International School Bangkok ('WCIB')

Position:	IT Support Officer
Reports to:	Head of Information Technology
Collaborates with:	Network Manager, IT Support, Staff and Students
Oversight:	-
JD updated:	May 2024

Wellington College Bangkok opened in August 2018 and has quickly gained a reputation for being one of Bangkok's leading international schools. Currently the School has 800+ students aged between 2 and 16, across Pre-Nursery to Year 11. In August 2024 we will open a Sixth Form for students aged 16-18 and the eventual plan is to accommodate 1500+ students.

The school's facilities are world-class with a beautiful modern design and appearance which incorporates the distinctive features of Wellington College, Berkshire, and elements of Thai culture. The buildings are set amidst a large, 70-rai beautifully designed campus in Krungthep Kreetha, an area midway between Bangkok city and Bangkok International Airport, right next to the expansive greens and fairways of the Unico Grande Golf Course. In 2021, the new Senior School building (the first of two) opened – a spectacular and extraordinary development which confirms Wellington as the most dynamically progressive and educationally significant new school in the region. The second Senior School building will open in 2026 and new sports fields and tennis courts will open during the course of the first half of Term 1, 23-24.

We offer the English National Curriculum leading to IGCSEs at the end of Year 11 and A-levels at the end of Year 13. Wellington College Bangkok was the first school in the world to gain full COBIS Patron's Accreditation within the first year of operation, and subsequent full membership of FOBISIA and CIS. In 2021, the new Senior School building (the first of two) will open–a spectacular and

extraordinary development which confirms Wellington as the most dynamically progressive and educationally significant new school in the region.

We follow the educational philosophy of Wellington College – founded in Berkshire, England in 1859. We offer pioneering education to serve and help shape a better world. Our identity is summed up thus – **Inclusive, Independent, Individual, Inclusive, Intellectual.**

The Role:

We are seeking to appoint an enthusiastic and flexible IT Support Specialist to join our existing IT Department. With several years of experience, you will provide 1st line support to users at the school and assist the IT team in delivering quality service. The successful candidate will have a good knowledge of general hardware and software, be highly organised, and possess excellent communication skills in English, both written and verbal. The ability to work on your initiative and be part of the team is essential. Experience working in an IT support role or similar would be an advantage.

This role is ideal for an enthusiastic individual looking to continue developing their IT knowledge, skills, and career opportunities in a supportive environment.

Responsibilities:

- Provide IT support to staff, students, and parents via the IT Helpdesk system, working collaboratively with other IT staff.
- Monitor and prioritise support tickets and troubleshoot hardware/software/network issues.
- Respond to user requests and maintain communication per the IT Helpdesk guidelines.
- Support staff and students in using IT systems and equipment.
- Maintain, support, and install operating systems and application software.
- Perform administrative duties related to the school's IT systems, including Microsoft Office 365 and iOS.
- Work with different platforms, including Windows, MacBook, and iPads.

- Provide comprehensive technical support for Apple devices such as iPads, iMacs, MacBooks, and Apple TVs, including administration, installation, and updating of all Apple software and Apps on all staff and student devices.
- Set up equipment such as laptops, printers, interactive boards/ signage, and other ICT equipment to ensure systems are ready for use both in classrooms and common areas.
- Handle administrative tasks such as creating new staff/student user accounts, updating AD attributes, Microsoft 365 licenses, and software subscriptions.
- Proactively check IT equipment around the campus, log faults, and take necessary actions.
- Maintain the Computer Services Inventory and other records per the school's procedures when equipment is procured, moved, or disposed of.
- Update and manage the asset management system.
- Assist other IT Support staff as required.
- Provide high-quality technical support and advice, escalating to second-line support where necessary.
- Provide out-of-hours support for scheduled and emergency scenarios.
- Participate in IT projects and deployments as directed by the Head of IT.
- Support the Head of IT in implementing the School's IT vision and core values.
- Drive personal and professional development.
- Identify IT service improvements and provide feedback on areas for improvement.
- Follow the department's working practices, standards, and ethos.

Requirements:

- Higher-level academic IT qualification or equivalent industry qualification.
- Experience as an IT Technician or in a similar role.
- Excellent diagnostic and problem-solving skills.
- Outstanding organizational and time-management skills.
- Understanding of diverse computer systems and networks.
- Knowledge of internet security and data privacy principles.

- Strong IT software and hardware skills, including M365 applications and Apple.
- Excellent communication skills in English, both written and verbal.
- Experience with Apple technologies, Microsoft Windows, Office desktop applications, and Office 365.
- Familiarity with interactive whiteboards, digital signage, and projectors.
- Experience with PC hardware setup, configuration, and repair.
- Ability to work independently and collaboratively as part of a team.
- Ability to troubleshoot a wide range of software and hardware-related issues with IT systems, both remotely and at the user's desktop.
- Good interpersonal skills.
- Good IT and organizational abilities.

Safeguarding and Legal

Please note the College's positions are subject to an enhanced Criminal Records Bureau. The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Wellington College International Bangkok is also committed to equality and diversity. Candidates should be aware that all posts in the College involve a degree of responsibility for safeguarding students.

If you are interested in the position, please send together with a letter of introduction and an up-to-date CV, including the names and contact details of three referees, should be sent to recruitment@wellingtoncollege.ac.th