BANGKOK PREP
Bangkok International Preparatory & Secondary School
Est. 2003

Job Description

Position: ICT Systems Technician *(System Administrator & Application Support)*
Department: ICT Department
Report to: ICT Manager

System administrators are responsible for setting up and maintaining computer systems. They ensure that computers in the school's network, especially the server, run smoothly and securely.

Objectives of this Role

- Configuring and maintaining the networked computer system, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware
- Ensuring data is stored securely and backed up regularly.
- Diagnosing and resolving hardware, software, networking, and system issues when they arise.
- Replacing and upgrading defective or outdated components when necessary.
- Monitoring system performance to ensure everything runs smoothly and securely.
- Researching and recommending new approaches to improve the networked computer system.
- Providing technical support when requested.
- Documenting any processes, which staff need to follow in order to successfully work within our computing systems.

Duties and Responsibilities: (Daily and Monthly Responsibilities)

- Perform server administration tasks, including user/group administration, security permissions, group policies, print services, research event log warnings and errors, and resource monitoring, ensuring system architecture components work together seamlessly
- Monitor datacentre health using pre-existing management tools and respond to hardware issues as they arise; help build, test, and maintain new servers as needed

- Maintain internal infrastructure requirements including, laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet, LANs, WANs, and network segments
- Interact with the help desk and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed
- Perform routine/scheduled audits of the systems, including all backups

Non-Essential Duties:

• Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Bachelor's degree in technology or computer science.
- Proven work experience in IT.
- Experience with or knowledge of programming languages and operating systems; current equipment and technologies, enterprise backup and recovery procedures, system performance-monitoring tools, active directories, virtualization, HTTP traffic, content delivery, and caching.
- Experience in project management, application design and integration, and cloud computing (specifically Google workplace and Microsoft Azure).
- Expertise in creating, analysing, and repairing large-scale distributed systems.
- Creating volumes, assigning to servers and remote replication.
- Familiarity with SQL and database operations.

Key Competencies:

• Good command of English.
• Proactive, initiative and self-motivated.
• Ability to work with staff at all levels.

The post holder has an individual responsibility to safeguard and promote the well-being of children and young people.

Sign……………………………………………………………………..Date……………………………

Updated on 13 July 2022