



# Senior 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. Since 2020, Harrow Hong Kong has featured as one of the top 150 Schools in the World, top 10 Schools in Asia and one of the leading schools in Hong Kong according to the Spear's and CARFAX Index. 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 the top 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:** Senior IT Engineer

**Job Purpose:** The Senior IT Engineer is responsible for managing and optimizing the school's network and computer systems. This role involves designing and implementing new system architectures, monitoring and maintaining network performance, and troubleshooting to resolve system errors and inefficiencies. The goal is to ensure that all network and computer systems operate smoothly and effectively.

Additionally, the Senior IT Engineer will manage the ICT Helpdesk to provide efficient and effective technical support to all users, including academic staff, administrative personnel, students, and guests. This position requires a strong commitment to delivering high-quality IT services and support across the school community.

**Start Date:** January 2025

**Tenure:** Full time, permanent

**Reporting Line:** IT Manager

## Job Description

Education is ever-changing and all staff are expected to participate constructively in school activities and to adopt a flexible approach to their work. 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 from the line manager to undertake work of a similar level that is not specified in this job description. This job description will be reviewed regularly and may be varied in light of the business needs of the school.

- Leading the maintenance and development of school's IT infrastructure
- Designing and implementing system improvements for optimal performance

- Providing proactive system monitoring and maintenance
- Leading incident response and problem resolution
- Diagnosing and resolve complex IT issues
- Implementing preventive measures to minimize system disruptions
- Enforcing IT security protocols and privacy policies
- Ensuring compliance with school's Acceptable Use Policy
- Maintaining adherence to data protection regulations
- Supporting health and safety guidelines in IT operations
- Implementing and maintaining IT safeguarding measures
- Monitoring systems for potential security risks
- Supporting school's digital safety initiatives
- Reporting any concerns related to pupil welfare in IT usage

**Specific aims and key responsibilities of this position are:**

**Key Infrastructure and Systems Management Responsibilities:**

Leading the development and maintenance of the school's network infrastructure, supporting the IT Manager in ensuring maximum system availability and performance. This includes:

- Designing and implementing network architecture improvements to meet evolving technical requirements
- Conducting regular system assessments and proposing strategic enhancements
- Managing and resolving complex network issues through effective troubleshooting
- Overseeing relationships with hardware vendors and technology partners
- Evaluating and optimizing system performance to meet both technical and functional needs
- Developing and maintaining network documentation and standard operating procedures

**Technical Support and Service Delivery Responsibilities:**

Leading and managing comprehensive technical support services across the school community, including:

- Delivering advanced (Level 1 and 2) technical support for all software and hardware systems
- Managing the ICT Helpdesk operations, including supervision and coordination of IT Engineers
- Maintaining high service standards through efficient ticket resolution and resource allocation
- Providing flexible support coverage, including on-site, remote, and occasional out-of-hours assistance
- Developing and delivering user training programs and documentation for school systems
- Overseeing IT asset management, including inventory tracking and lifecycle planning
- Coordinating technical support for school events and meetings, ensuring seamless operation

**Systems Administration and Development Responsibilities:**

Supporting the IT Manager in overseeing and enhancing the school's IT systems, including:

- Managing and optimising Microsoft 365 environment, including Teams, SharePoint, and email systems
- Administering user accounts, access permissions, and group policies across platforms
- Leading the implementation and management of Apple ecosystem, including MDM solutions for iPads and mobile devices
- Maintaining robust network security protocols and access controls for staff and student data
- Monitoring and enforcing data protection policies and file access permissions
- Supporting the IT Manager in project delivery and strategic initiatives
- Executing special projects and additional tasks as required

**Safety and Compliance Responsibilities:**

- Ensuring adherence to safety protocols and data security standards within the ICT department:
- Maintaining organised and secure work environments, including proper management of equipment storage areas
- Implementing and monitoring safety protocols in all technical work spaces
- Safeguarding confidential information and sensitive data in accordance with school policies
- Ensuring compliance with data protection regulations and information security standards
- Modelling best practices for information handling and workplace safety
- Maintaining professional discretion in all aspects of ICT operations

**Other Responsibilities:**

- Actively supporting and implementing the school's safeguarding procedures and policies
- Creating and maintaining comprehensive technical documentation, including:
  - System configurations

- o Operating procedures
- o Process workflows
- o Troubleshooting guides
- Demonstrating flexibility in supporting school operations by:
  - o Undertaking additional responsibilities as assigned by the Head of School or designated representatives
  - o Contributing to school-wide initiatives when required
  - o Maintaining professional standards in all aspects of work

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 and Experience:**

- Bachelor's degree or higher in Computer Science, Information Technology, or related field
- Minimum 3 years' experience in enterprise network management and system administration

### **Technical Expertise:**

- Demonstrated proficiency in:
  - o Network infrastructure (switches, firewalls, VPN, SD-WAN) in Cisco environments
  - o Microsoft ecosystem (Active Directory, Azure AD, M365)
  - o Server-side scripting (PowerShell, Perl, Python)
  - o Cross-platform support (Windows 8-11, macOS, iOS)
  - o Hardware troubleshooting (PCs, MacBooks, iMacs, printers)
- Professional certifications preferred (CCNA/CCNP)

### **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