



IT Manager

Bromsgrove International School Thailand (BIST)

The IT Manager responsible for leading, managing and supporting all technical aspects of both curriculum and administrative IT within a busy school environment, working closely with the Head of IT. You'll deal with computer networks linked by cable, wireless and satellite technologies. You'll be expected to advise staff on technology and how it can help them perform better, also oversee new systems design and development.

The candidate must have a keen interest in current technologies and have the ability to learn and adapt in an ever-changing environment. Hard-working, keen to learn, and a can-do attitude are all prerequisites for a successful candidate.

Responsibilities will include:

- Maintenance and updating of the School's IT strategy based on the School's educational and business needs.
- Providing guidance and assistance to staff as required so that users can optimise the use of the School's IT provision;
- Planning major developments of the IT service and project manage their implementation;
- Following consultation, drawing up the proposed annual IT budget, recommending the priorities for spending and investment over the short, medium and long term;
- Providing first-line support of school IT hardware and software, in line with the school's IT policy;
- Supporting a distributed installed base of Laptop and Desktop PC's, mobile devices, printers, and classroom/teaching equipment in a wired and wireless environment;
- Resolving day-to-day IT issues for teaching and administrative staff;
- Planning and implementing scheduled (preventative) hardware maintenance; (putting in place network security measures, planning backup and recovery systems, organising preventative maintenance schedules, monitoring and reporting on network performance and usage)
- Planning and implementing scheduled hardware and software upgrades;
- Installing and commissioning new hardware and software;
- Managing the IT CAPEX budgets in line with the School's finance and accounting procedures;
- Maintaining accurate records, including asset registers, software licences, service contracts, help desk tickets, installations and upgrades.

- Ensuring that the school remains compliant with current criteria and legislation including, but not exclusive to, internet filtering and data storage with respect to Keeping Children Safe in Education documentation and General Data Protection Regulations.
- Liaising with external suppliers and providers of contracts, products and services.
- Responsible for administration of School Information System (SchoolBase) including provide support to users, acting as data manager and liaise with supplier for smooth operation of the School.
- Communicate with parents on information system access issues.

Day-to-day tasks for the team may include:

- The prioritising of tasks for the technical support team
- installing and configuring new software and hardware
- setting up user accounts, permissions and passwords to allow access to the network
- making sure security is at the right level to block unauthorised access
- finding and fixing network faults
- setting up a maintenance plan to prevent faults
- giving technical support to people who use the network
- providing training on new systems
- carrying out day-to-day administration
- planning and implementing future developments

Essential Skills:

- Good command in English both written and spoken
- Knowledge of Education applications or experience of working in an education establishment would be an advantage.
- IT System, Microsoft Server and network management experience
- Google Suite administration experience
- Hyper-V Clustered Server experience
- Experience with Firewalls, switching, VLAN, LAN and WAN
- Experience in Windows Server administration (Windows 2008/2016), Exchange Server, Active Directory and SQL Server
- Windows OS platform knowledge (Windows 7, Windows 10).
- Apple Platform experience in a mixed environment

The applicants are encouraged to send **English resume with expected salary** through nchatraporn@bromsgrove.ac.th (HR Coordinator).