

Job Description

Job Title:	IT Officer
Dept/Project/Service:	IT/CfBT Education Services (B) Sdn Bhd
Reports to:	Head of Finance
Direct Reports:	N/A
Grade:	AS 2
Usual Office Base:	Kiarong Office, Badar Seri Begawan

Job Purpose

To provide responsive and effective IT technical support to CfBT's office team and teachers, ensuring that technology systems and tools operate smoothly. The IT Officer plays a key role in maintaining the IT infrastructure, diagnosing and solving common hardware and software issues and enhancing the overall digital experience for all users.

Job Objectives

1. Provide first and second -line support for CfBT's office team and teachers. Diagnose IT problems, and resolve hardware, software, and network issues promptly and effectively.
2. Maintain Office 365 services such as Email, Sharepoint and Admin Center and provide software support across other tools and applications as necessary.
3. Maintain network and servers such as CCTV, NAS, Meraki, VOIP, PBX and Firewall.
4. Oversee preventive IT maintenance which includes regular updates, ensuring all software and operating systems are up-to-date. Undertake routine checks on hardware components and monitor network performance and back up systems.
5. Perform troubleshooting investigations into faulty IT systems and where applicable, use initiative to determine tailored solutions.
6. Research and recommend innovative, and where possible automated approaches for system administration tasks. Analyse and evaluate new

hardware and software and make recommendations as to its suitability for the organisation.

7. Manage IT budgets and resources in conjunction with the Head of Finance. Liaise with external vendors for procurement of IT equipment and services, ensuring cost-effectiveness and quality.
8. Review and implement cyber security measures to protect systems from vulnerabilities and unauthorised access in line with the wider EDT cyber security policies. Ensure the integrity as well as security of data on host computers, multiple databases and during data transfer in accordance to business needs.
9. Prepare disaster recovery plans to ensure data integrity and availability in case of emergencies. Be available on a standby basis after hours as required, to address any IT-related fault or system malfunction.
10. Manage end user accounts, permissions, access rights and storage allocation and print access cards and maintain access rights in Suprema system. Support best practices in data protection, user access, and device security.
11. Maintain detailed documentation of IT systems, processes, and procedures for reference and compliance purposes. Keep accurate records of support requests and solutions for future reference. Perform asset tracking and stock control of IT equipment and IT consumables such as printer toners.
12. Provide IT training and guidance to end users as required, including onboarding for new members of staff.
13. Maintain and update the organisation's website, ensuring accuracy, accessibility, and alignment with branding guidelines. Provide technical and editorial support to internal content creators, offering guidance on layout, formatting, SEO best practices, and digital accessibility.

Job Scope

The role holder is expected to work closely with EDT's wider global IT team and CfBT Finance team in particular, as well as other colleagues from the other departments.

Person Specification

Knowledge

Essential

- Solid knowledge of operating systems including Windows
- Sound knowledge of current IT technologies, systems, principles and architecture
- Understanding of IT Infrastructure Library (ITIL) best practices for IT service management
- A solid understanding of LAN/WAN networking
- Knowledge of Active Directory/LDAP user and group administration
- Strong understanding of web usability, accessibility standards (e.g., WCAG), and search engine optimisation (SEO).

Desirable

- Degree in Computer Science or equivalent
- Knowledge in planning and executing cloud migration projects, including data transfer and application reconfiguration
- Linux administration
- Basic HTML/CSS knowledge and familiarity with web analytics tools (e.g., Google Analytics).
- Understanding of GDPR and data protection implications for web content and user interactions.

Experience

Essential

- Proven experience in an IT support or officer role, with experience of providing hardware and software technical support with a customer-focused approach.
- Proficiency in computer systems, hardware, software, and networking.
- Frontline IT customer service experience of at least two years.
- Experience with cloud platforms like Azure, SharePoint, Office 365 or cPanel, and on-premises hosting like Windows Server
- Demonstrable experience managing or maintaining websites using a content management system (e.g., WordPress, Drupal, Joomla).
- Experience supporting non-technical users to create and edit digital content.

Desirable

- Experience with programming languages and database management systems like SQL is often required.
- Experience in managing third party suppliers and in outsourced services
- Experience in website content design, including user journey mapping and audience-focused editing.

Skills

Essential

- Excellent verbal and written English communication skills to effectively interact with non-technical staff and explain complex IT concepts in simple terms.
- Ability to manage multiple priorities
- A creative mindset to problem-solve, innovate and improve IT processes and solutions.
- Ability to deliver excellent customer service to both internal and external stakeholders
- Strong troubleshooting skills to quickly identify and resolve technical issues.
- Ability to quickly adapt to new technologies and changing business needs.

Commitment to Safeguarding

A commitment to safeguarding and promoting the welfare of children is essential. Specifically:

Personal Professional Qualities

- Must have a clear commitment to safeguarding children and young people in all circumstances.
- Must have a clear commitment to implementing and adhering to Education Development Trust's safeguarding and child protection policies and reporting procedures, ensuring the safety, health and well-being of children and students is maintained at all times.

Additional Duties

- Responsibility to provide a safe and respectful environment in which children can learn.
- Responsibility to remain vigilant and follow Education Development Trust's child protection reporting procedures if you have a child protection concern.
- Responsibility to ensure all safeguarding concerns are reported and recorded as per Education Development Trust's safeguarding and child protection policies and reporting procedures.

Our Values

