

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	IT Service Desk Specialist	Reference: February 2025
Function/Department	IT Department	Location: AIS
Manager Title	Head of IT Operations and Business Partnering	
Position Type	Permanent	
Position Status	Full-time	

Position Objective

The IT Service Desk Specialist is a highly motivated professional with expertise in technical support, specialising in troubleshooting and analysis. This role is dedicated to delivering superior customer service and ensuring that unresolved issues and inquiries are escalated promptly in accordance with established protocols and Service Level Agreements (SLAs). As an integral member of the IT Service Desk team, the specialist provides Level 0 and Level 1 support for IT incidents and service requests. They act as the primary point of contact for all user incidents, requests, and general communications. Furthermore, the specialist is committed to enhancing user awareness of IT-related issues and promoting the appropriate utilisation of IT services and resources.

Responsibilities

Key duties and responsibilities are not limited to those listed below:

- Deliver exceptional customer service by promptly and professionally addressing customer needs and concerns.
- Manage IT service incidents reported by school users through the Service Desk Support Portal, specifically those related to personal computers, networks, platforms, and applications.
- Effectively resolve issues or provide alternative solutions to restore IT services to normal operation within the established Service Level Agreement (SLA).
- Escalate unresolved issues or additional support requests to the appropriate support team.
- Provide timely updates to customers regarding the status of outstanding issues in accordance with targeted service levels.
- Ensure accurate and comprehensive documentation of customer interactions and transactions within the IT Service Desk Management System.
- Provide end-user support for classroom technology to educators, assisting with IT and audio-visual equipment such as Interactive TVs, Apple TV, projectors, and associated applications to expedite the return to normal classroom activities.
- Oversee the life cycle management of IT assets, including the registration, tracking, and decommissioning of hardware devices and software licenses.
- Conduct upgrades to PC hardware and software, which includes regular maintenance and installation of service packs, patches, and applications.
- Remain updated on product knowledge, policies, and procedures to furnish customers with accurate and relevant information.
- Execute additional responsibilities as directed by the Head of IT Operations and Business Partnering, the Helpdesk Manager, or other designated personnel within the School.

As the job holder, your responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible or with whom, they come into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If, in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Child Protection Officer/Designated Safeguarding Lead or to the Head or indeed to the Regional CEO so that a referral can be made accordingly to the relevant third-party services.

Position Requirements

- Strong analytical and problem-solving skills are essential. The ability to think creatively and identify technical issues for effective resolution is important.
- Practical knowledge and experience in providing IT Service Desk support are required.
- A high standard of customer service skills is necessary.
- Demonstrated ability to work effectively in a team environment, coupled with excellent time management and organizational skills.
- Capable of handling multiple tasks at the same time.
- Proficiency in English, with clear and concise verbal and written communication skills, is important.
- A hands-on approach with the capacity to quickly learn and apply new systems in the work environment is essential.
- Proven ability to provide support for the following:
 - Microsoft Windows 10 and later
 - Apple iOS
 - Apple macOS
 - Microsoft Office 365 application suite
 - Google Workspace (formerly G Suite)
 - IT hardware support for both Apple and Windows devices

Qualifications

You have:

- A diploma or degree in an IT-related discipline, fresh Graduates are welcome to apply.
- Minimum 1 year of Customer Service Experience in a Technical Service Desk environment preferred.
- Advantage if you have:
 - ITIL-related certifications
 - Microsoft-related certifications
 - Apple-related certifications

Contacts

- End users – students, teachers, and operation staff in handling IT service incidents and service requests
- School Academic and Functional teams in the delivery of IT services for school events and activities
- Third-party solution providers and vendors in the procurement of IT devices and services
- Global IT – Regional IT or Group IT in issue escalation, major incidents, new services

Working Conditions

- Extended working hours to complete projects as required
- Extended working days to handle school events on weekends
- Country role
- Individual contributor working as part of a small team of Service Desk Specialists and within the broader IT Team
- Fast-paced work environment
- Office location within a school environment at Lorong Chuan

Terms of Employment

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all employees, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed. The appointment is subject to an enhanced Disclosure and Barring Service (DBS) check for regulated activity (if the candidate has lived in the UK) and/or criminal/police or equivalent background checks for all other countries inhabited (irrespective of whether you worked in those countries).

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| • Working Hours | 8:00 am – 5:00 pm, Monday to Friday |
| • Additional Hours | Occasional staff meetings and trainings. Some weekend or late-night duties are expected to support maintenance, installations, or upgrades during non-business hours. |
| • Annual Leave | 21 working days per annum |
| • Medical Benefits: | Group Medical Insurance |
| • Sick Leave/Hosp: | 14 days sick leave and 60 days hospitalization leave (including sick leave) |
| • Probation Period: | 3 months from date of commencement |
| • Referee request: | Required |
| • Background Check: | Required |