



Job Description:

Position	IT Systems Specialist
Line manager	Head of Information Technology
Collaborates with	Network Manager, IT Support, Staff and Students
Dated	March 2025

1. Aims of the Role

The IT Systems Specialist plays a pivotal role in maintaining the school's IT infrastructure and providing advanced technical support. Reporting to the Network Manager, the role bridges frontline IT support and back-end systems administration. The IT Systems Specialist supports the daily operations of servers, networks, and cloud services, ensuring smooth and secure IT services for staff and students.

In addition to technical responsibilities, the IT Systems Specialist provides guidance and escalation support to the IT Support Specialists, ensuring the efficient resolution of complex technical issues and contributing to the continuous improvement of IT services across the school.

2. Duties and Responsibilities

a. Systems Administration & Maintenance:

- Assist the Network Manager in the administration, maintenance, and troubleshooting of:
 - Windows Server and Active Directory / Azure AD
 - Microsoft 365 applications (Teams, SharePoint)
 - Network devices (Switches, Firewalls, Access Points)
 - Storage, backup systems, and disaster recovery processes
- Monitor system performance and ensure system availability and reliability.
- Manage user accounts, permissions, and security policies within AD/Azure AD.

b. Advanced Technical Support:

- Provide 2nd and 3rd line support for escalated issues from IT Support Specialists.
- Diagnose and resolve complex hardware, software, and network-related issues.
- Support the roll-out of new applications and system upgrades.



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- Liaise with external vendors for technical support and warranty services.
- c. Network and Security:**
 - Assist in monitoring and maintaining network security protocols.
 - Support implementing cybersecurity measures, including endpoint protection, patch management, and security policies.
 - Monitor logs and alerts for potential security incidents and escalate as needed.
- d. Project Support and Implementation:**
 - Support the Network Manager with IT projects, including:
 - System upgrades
 - Network expansion and improvements
 - New software implementation
 - Contribute to planning, testing, and deploying new technologies to enhance teaching, learning, and school operations.
- e. Leadership and Team Support:**
 - Provide technical mentorship to IT Support Specialists.
 - Lead by example in managing IT support tickets, ensuring timely and accurate resolutions.
 - Develop and maintain IT documentation, including systems manuals, network diagrams, and knowledge base articles.
 - Recommend and implement process improvements to enhance service efficiency.

3. Requirements:

a. Essential

- Bachelor's degree in computer science, Information Systems, or a related field.
- Minimum 3 years of experience in Senior IT Support or Systems administration roles.
- Proficiency in:
 - Windows Server administration, Active Directory / Azure AD
 - Microsoft 365 suite
 - Network technologies (VLANs, DHCP, DNS, Wi-Fi)
 - Firewalls
- Experience managing user accounts, permissions, and group policies.



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- Understanding of data protection principles and cybersecurity best practices.
- Strong problem-solving skills and ability to work under pressure.

b. Desirable

- Industry certifications (one or more):
 - Microsoft Certified: Azure Administrator Associate
 - CompTIA Network+, Security+, or equivalent
- Experience in educational environments (schools/universities)
- Familiarity with ITIL best practices and service management

c. Personal Attributes

- Strong interpersonal and communication skills.
- Highly organised with attention to detail.
- A proactive, problem-solving mindset.
- Commitment to continuous learning and professional development.
- Excellent written and verbal communication skills in English.
- Ability to work independently, prioritise tasks, and manage multiple deadlines.
- Ability to collaborate effectively with both technical and non-technical staff.

d. Working Conditions

- Full-time, on-site role during school operating hours.
- Occasional evening or weekend work required for system maintenance or projects.
- Participation in an on-call support rota if necessary.

4. Safeguarding and Legal

Please note the College's positions are subject to an enhanced Criminal Records Bureau. The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Wellington College International Bangkok is also committed to equality and diversity. Candidates should be aware that all posts in the College involve a degree of responsibility for safeguarding students.



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5. Application

If you are interested in the position, please send together with a letter of introduction and an up-to-date CV, including the names and contact details of three referees, should be sent to recruitment@wellingtoncollege.ac.th