



Senior ICT Technician

- Job type** Full time, fixed term
- Start date** Earliest convenience
- Apply by** 31 December 2024
- Salary** We offer a highly competitive remuneration package which includes:
- Comprehensive private medical insurance
 - Excellent Employee Provident Fund (EPF) savings contributions
 - School places for staff children

Job Summary

We are seeking an inspirational and highly motivated candidate to join our ICT Department as Senior ICT Technician. The Senior ICT Technician supports the School's technological infrastructure, providing comprehensive technical support to students, staff and visitors.

Job Description

At KTJ, we believe with a commitment to professional development, we offer opportunities for growth in a warm and welcoming student-centred environment. Join us and become part of a community that values creativity, embraces new ideas and encourages progressive thinking.

Key Duties

General

- To manage, maintain and enhance ICT systems in order to ensure a secure, efficient, and user-friendly digital environment;
- To undertake other duties not specifically stated, which from time to time are necessary, without altering the nature or level of responsibility;

Technical support and troubleshooting

- To provide first-line support for ICT issues, resolving hardware, software and network problems efficiently;
- To ensure classroom technology runs smoothly to minimise disruption to teaching;
- To manage helpdesk requests, ensuring adherence to service level agreements;
- To document issues and solutions for knowledge sharing;



System maintenance and operations

- To maintain and monitor ICT systems, including Microsoft 365 services (Office 365, SharePoint, Teams, Intune) and to ensure these systems are secure and kept up to date;
- To conduct regular system audits and performance tuning to prevent potential issues;
- To manage user accounts and permissions (Active Directory, Microsoft 365);

Educational technology integration

- To support teachers and students in using Microsoft 365 Education tools, such as Teams and OneNote Classroom;
- To lead training workshops on technology best practices;

Hardware and software management

- To install, configure and maintain hardware and software components, ensuring all ICT equipment is operational;
- To manage the ICT asset inventory, including licences and warranties;

Project participation, documentation and reporting

- To support ICT projects, including system upgrades, network expansions and the deployment of new technologies;
- To maintain accurate documentation of systems and processes;
- To provide reports on system performance, security and helpdesk activities to the ICT Manager.

Personal characteristics

- Ability to communicate well with a range of audiences;
- Excellent troubleshooting skills with any ICT-related issues;
- Strong attention to detail and a proactive approach to issue resolution;
- Excellent organisational skills with the ability to manage multiple tasks effectively.
- Willingness to continuously learn and adapt to new technologies.
- Flexibility with hours of work;
- The ability to take the initiative and work independently;
- Team player;
- Excellent customer focus and the ability to work positively with everyone in the school community;
- Affinity with the School's boarding ethos and with the values of Kolej Tuanku Ja'afar.



KTJ PRIMARY
SECONDARY
KOLEJ TUANKU JA'AFAR

Recruitment Handbooks

[KTJ Recruitment Handbooks for Malaysian Staff](#)

[KTJ Recruitment Handbooks for International Staff](#)

About the School

KTJ is a thriving, not-for-profit international, day and boarding school set in the beautiful Malaysian countryside, an hour's drive south of Kuala Lumpur. The School was established in 1991 and caters to more than 1,000 students aged 3 to 19. The Primary School, which opened in 2013, follows the English National Curriculum in English and mathematics, alongside the

International Primary Curriculum; while the Secondary School prepares students for IGCSEs and A Levels. KTJ Sixth Form students gain entry into top universities in the UK, US, Malaysia and around the world.

KTJ is a friendly and supportive environment for students and staff alike. More information on the School and conditions for teachers can be found in the attached documents or on the [vacancies page](#) of our website. On our website, you will also find a copy of the job description for a KTJ teacher.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to security vetting.

Make an application

Please submit a cover letter and a completed application form (available [here](#)), including contact details of three referees, one of whom should be your current employer, to the Human Resources Department, via: recruitment@ktj.edu.my.

Integrity

Empathy

Mutual Respect