

DYSLEXIA ASSOCIATION OF SINGAPORE

ORGANISATION PROFILE

Join a rapidly growing organisation that has over 250 full-time employees and operates from 14 centres and other locations in Singapore!

The Dyslexia Association of Singapore (DAS) provides a continuum of services for children with dyslexia, their parents, mainstream teachers and other professionals in the field of dyslexia in Singapore.

JOB DESCRIPTION

Position	Information & Communication Technology (ICT) Officer
Division/ Branch	DAS Corporate Services Division/ ICT Branch

RESPONSIBILITIES

The ICT Officer reports to the Senior ICT Officer.

This position is based at the DAS Head Office in Jurong Point. The ICT Officer is part of a team that provides support and maintenance of the Student Management System (SMS), and delivers technology solutions to improve productivity and cost efficiency for the organisation.

Job scope

- Provide support and training to end-users on the use of computers and peripheral devices.
- Provide end-user training and administrative support to Google G Suite (Gmail, Google Drive, Calendar, Forms etc), Intranet, IT Asset Tracking Management and other ICT administrative functions.
- Maintenance and Backup/Restore of network systems (servers, firewalls, routers, VPNs etc) ensuring highest availability rate.
- Upkeep the Disaster Recovery Plan.
- Liaise with ICT Service Providers and Vendors.
- Updating and ensuring compliance with Information Privacy and Security Policies.
- Write Standard Operating Procedures (SOP) for ICT functions and collate SOP from other divisions.
- Be familiar with all aspects of the operations in order to incorporate functionalities in the Student Management System (SMS).
- Provide software application support for end-users through functional analysis, research, evaluation, development, training and integration of applications.
- Perform other duties as tasked by the Senior ICT Officer.

COMPETENCIES

- Ability to work independently, yet a good team player.
- At least a basic to intermediate level of proficiency in ICT-related know-how
- Innovative, resourceful and adaptable to changes
- Strong interpersonal, organisational, presentation and writing skills
- Meticulous in performing assigned tasks

REQUIREMENTS

Education:

- Higher NITEC in Business Information Systems or IT Systems & Networks, or
- A recognised diploma or degree in Information & Communication Technology or related disciplines

Experience:

- Demonstrable experience and evidence of success in an information management role with multiple stakeholders
- Experience in coordination and implementation of computer and peripheral systems, including planning, developing specifications, purchasing, installing, training, trouble shooting and repair.
- Experience in providing Internet accessibility at work places

Skills & Knowledge:

- Basic knowledge of Cloud Computing Solutions and Implementations
- Basic knowledge of Networking Support
- The following skills & knowledge are not critical but will be an added advantage:
- MCSE on Cloud Platform and Infrastructure, Productivity and Mobility
- A recognised network certification such as CCIE, CCNA, Network+ and A+
- Google G Suite certification
- Keeping abreast of ICT trends

SALARY AND BENEFITS

Starting salary will be commensurate with experience and qualifications.

After probation, the successful candidate will receive leave benefits, dental and other benefits. Staff will be entitled to medical benefits while on probation. The DAS also awards training incentives to deserving staff.

Fresh graduates with high inspiration are welcomed to apply.

APPLICATION DETAILS

All interested applicants are to submit the following as part of their application

1. DAS Employment Application Form, duly completed (form can be downloaded from the Careers page of our website)
2. Resume

Email the above submissions to jobs@das.org.sg by **20 October 2019**.

Only shortlisted candidates will be contacted.