

## DYSLEXIA ASSOCIATION OF SINGAPORE

### ORGANISATION PROFILE

Join a rapidly growing organisation that has over 300 full-time and flexi scheme employees and operates from 12 centres all over Singapore!

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

### JOB DESCRIPTION

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

### RESPONSIBILITIES

The ICT Officer reports to the Senior Manager (Corporate Services). This position is based at the DAS Head Office in Jurong Point. As an ICT Officer, you will be responsible for providing comprehensive support across various roles.

The ICT Officer is tasked to perform one or both primary roles as follow:

Role 1: ICT Officer – Network and System operations, and End-User Technical Support

Role 2: ICT Officer – Google Workspace Administration, Database and ICT Administrative Supports

Common Job Scopes including but are not limited to:

#### 1. End User Support

- a. Prioritise and assign incoming support tickets to the appropriate IT personnel based on urgency and complexity.
- b. Responding to end user inquiries and troubleshooting technical issues promptly.
- c. Installing, configuring, and maintaining hardware and software systems.
- d. Conducting user training sessions to enhance technology literacy.

#### 2. Security Management at Learning Centre

- a. Oversee operations and activities within the organisation's virtual centre, ensuring smooth functioning and effective utilisation of digital resources,
- b. Collaborate with internal teams to develop and implement strategies for enhancing the virtual centre's functionality and user experience,
- c. Monitor virtual centre performance metrics and analytics to assess usage trends and identify areas for improvement."
- d. Stay abreast of emerging technologies and trends in virtual collaboration and recommend enhancements to the virtual centre platform as needed.
- e. Managing CCTV operations including installation, maintenance, troubleshooting, system upgrades, compliance, and providing training and support.

#### 3. Network Administration

- a. Managing and maintaining network infrastructure, including routers, switches, and firewalls.
- b. Monitoring network performance and ensuring optimal uptime.
- c. Implementing network security measures to protect against unauthorized access and data breaches.

#### 4. Database Development

- a. Designing, developing, and maintaining databases to support organisational needs.
- b. Optimizing database performance and ensuring data integrity.
- c. Collaborating with other teams to integrate databases with other systems and applications.

**5. Google Workspace**

- a. User Management: Provisioning and managing user accounts, groups, and organizational units within Google Workspace.
- b. Access Control: Setting up access permissions and managing user roles and privileges to ensure appropriate access to Google Workspace services and resources.
- c. Administer file storage and sharing settings in Google Drive.
- d. Ensure compliance with organizational policies and industry regulations.

**6. Procurement**

- a. Collaborate with IT stakeholders to determine the organisation's IT needs.
- b. Request quotations from selected vendors for desired IT products or services.
- c. Compare quotations and negotiate pricing and terms with vendors.
- d. Manage the IT procurement budget and ensure purchases align with budgetary constraints.
- e. Maintain records of procurement activities, including purchase orders, invoices, and contracts.

**7. Asset Management**

- a. Inventory Management: Maintaining comprehensive records of all IT assets, including hardware (such as computers, laptops, servers, and networking equipment) and software (licenses, applications, and subscriptions).
- b. Asset Tracking: Utilizing unique identifiers like asset tags or serial numbers to easily identify and track IT assets. Recording essential details such as make, model, purchase date, warranty information, and current location for efficient management.
- c. Disposal and Decommissioning: Properly disposing of or decommissioning outdated or obsolete IT assets in compliance with legal and environmental regulations. This may involve data wiping, asset recycling, or secure disposal methods.

**8. Audit & Security Policies**

- a. Developing and implementing security policies and procedures to safeguard sensitive information.
- b. Conducting regular security audits and vulnerability assessments.
- c. Responding to security incidents and implementing corrective actions.

9. Perform other duties as tasked by the Senior Manager (Corporate Services).

**COMPETENCIES**

**Personal Competencies (Core) :**

- Excellent communication and interpersonal skills for interacting with end users and collaborating with cross-functional teams.
- Strong problem-solving skills and the ability to work effectively in a fast-paced environment.
- Independent, resourceful and a team player
- Ability to multi-task and work well under pressure

**Technical Competencies (Skills) :**

- Network Administration: Skilled in setting up and maintaining network infrastructure, including routers, switches, firewalls, and Wi-Fi access points.
- IT Support and Helpdesk: Capable of assisting end-users with technical issues, troubleshooting IT problems, and utilizing helpdesk ticketing systems and remote support tools proficiently.
- IT Security: Knowledgeable about cybersecurity principles, including access control, data protection, encryption, and vulnerability management. Experienced with security tools like antivirus software, intrusion detection systems (IDS), and endpoint security solutions.
- Database Management: Proficient in database

	administration tasks and SQL querying. Able to handle database setup, configuration, backup, recovery, and management of relational database management systems.
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**REQUIREMENTS**

<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Higher NITEC in Business Information Systems or IT Systems &amp; Networks or</li> <li>• A diploma in Information Technology or</li> <li>• Bachelor’s degree in Computer Science, Information Technology, or related field.</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience and evidence of success in an information management role with multiple stakeholders</li> <li>• Experience in coordination and implementation of computer and peripheral systems, including planning, developing specifications, purchasing, installing, training, trouble shooting and repair.</li> <li>• Experience in providing Internet accessibility at work places</li> </ul>	<p><b>Other Skills &amp; Knowledge:</b></p> <p>If any of the following certifications would be advantageous for the role:</p> <ul style="list-style-type: none"> <li>• CompTIA Certification,</li> <li>• Networking Certification,</li> <li>• Google G Suite certification</li> <li>• AWS Certified Cloud Practitioner</li> <li>• JumpCloud Core Certification or</li> <li>• Any other Certificates</li> </ul>
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**SALARY AND BENEFITS**

Starting salary will be commensurate with the job scopes, experience and qualifications.

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

**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 Career page of our website- <https://das.org.sg/careers-at-das/positions-available/>)
2. Resume

Email the above submissions to [jobs@das.org.sg](mailto:jobs@das.org.sg) by **26 May 2024**

Only shortlisted candidates will be contacted for interview.