

职位说明：信息化应用工程师（业务伙伴）

Job Description: IT Application Engineer (Business Partner)

职位目标 Position goal:

IT Application Engineer (business partner) is responsible for the daily maintenance of academic-related databases and application systems, focusing on identifying and analyzing business requirements from the education sector. He or she provides technical solutions to meet business objectives and coordinate resources to implement business needs and optimize application systems. He or she organizes relevant resources for user training to enhance end users information literacy.

IT 应用工程师（业务伙伴）负责教学相关数据库与应用系统的日常维护管理。并专注于识别、分析来自教学方面的业务需求，寻找和提供技术解决方案以满足业务目标；并且在必要时协调内外部资源，推动业务需求的实现，以及参与和推动应用系统的梳理与优化工作。组织相关资源进行用户培训工作以提高用户信息素养。

工作职责 Job Responsibilities :

1. 数据库维护与支持 Databases maintenance and support:

a. 维护和管理学生数据库，监控资源使用，确保学生信息系统及其模块的稳定与安全运行。

Maintain and manage the student databases, monitor resource usage, and ensure the stable and secure operation of the student information system and its modules.

b. 负责学生信息系统及相关教学系统的账号管理、基础数据导入与数据更新等日常操作。

Responsible for daily operations such as account management, fundamental data import/export, and data updates for the student information system and related educational systems.

c. 设计和实施学生信息系统的备份与恢复机制，处理系统的常见故障问题，并负责系统的升级工作。

Design and implement backup and recovery for the student information system, address common system issues, and oversee system upgrades.

d. 为业务部门提供所需的基础数据集，并支持与应用服务提供商的对接沟通以解决技术问题。

Provide the necessary foundational datasets to end users, and support communication with application service providers to solve ordinary technical issues.

e. 负责为单位用户使用各教学平台及日常操作提供支持保障，包括提供技术指导、解决常见问题。

Support end users in their daily system operations, including providing technical guidance and resolving common issues.

2. 用户培训 User training:

建立乐成教育内部 IT 培训机制；组织、协调 IT 培训活动；维护更新 IT Hub 网站；收集、录制、上传培训资料。

Establish IT training mechanism for YCE; organize and coordinate IT training activities; maintain and update the IT Hub SharePoint; collect, record, and upload training materials.

3. 识别教学业务需求并寻找解决方案 Identify educational needs and seek solutions:

a. 识别、引导和挖掘真实的教学业务诉求，定义项目范围和目标。

Identify, elicit, and explore the real educational business demands, defining the project scope and objectives.

b. 分析业务流程，描述业务需求，确定潜在障碍，寻找合适的解决方案。

Analyze business processes, describe specifications, identify potential risks, and seek suitable solutions.

c. 根据用户反馈，协调相关资源以调整和优化方案，包括持续评估与改进。

Coordinate relevant resources based on user feedback to adjust and optimize plans, including ongoing evaluation and improvement.

d. 和团队成员一起，参与其他教学系统应用选型和集成工作。

Collaborate with team members to participate in the selection and integration of other educational system applications.

4. 临时代理其他团队同事岗位。

Substitute other IT positions in case any short-term absence.

5. 完成领导交给的其他任务事项。

Performs other duties as directed by leaders that may not inconsistent with the qualifications and skills required for this position.

任职要求 Requirements :

1. 系统工程、计算机科学等相关专业本科以上学历。

Minimum of Bachelor's degree in Systems Engineering, Computer Science, or related field.

2. 三年以上相关工作经验，熟悉教学系统和相关业务逻辑。

Over three years of relevant work experience, familiar with educational systems and related business logic.

3. 用户导向的思维方式；分析思维与问题解决能力。

User-oriented mindset. Analytical thinking & problem solving skills

4. 对数据安全原则及其在业务中的应用有深刻理解。

Strong grasp of data security principles and how they apply to business applications.

5. 优秀的工作优先级排序能力，工作有主观能动性。

Excellent ability to prioritize tasks, demonstrating initiative in work.

6. 优秀的沟通技巧，有效沟通及协调利益相关者。

Excellent communication skills, effective communication and coordination with stakeholders.

备注：上述岗位职责反映了该岗位的主要功能或职责的总体要求，并不能被视为对该岗位要求的详细描述。

NOTE: The above job description reflects the general requirements necessary to describe principal functions or responsibilities of the job identified and shall not be interpreted as a detailed description of the work requirements that may be inherent in the job, either at present or in the future.