

职位说明：IT 架构/系统/服务工程师

Job Description: IT Architect/System/Service Engineer

职位目标 Position goal:

作为 IT 团队的核心成员，IT 架构/系统工程师将与现有网络工程师、桌面支持工程师紧密协作，共同负责多校区网络架构、服务器集群及核心系统（含 M365）的稳定运行与架构优化。该职位需积极参与日常 IT 支持及校园活动技术保障工作，并积极探索 AI 及其他先进技术在 IT 运维与办公自动化中的落地应用，配合 IT 经理推动 IT 团队技术转型。

As a core member of the IT team, the IT Architect/System Engineer will work closely with the team members to jointly ensure the stable operation and architectural optimization of multi-campus network infrastructure, server clusters, and core systems (including M365). This role requires active participation in daily IT support and campus event technical support, while proactively exploring the practical application of AI and other advanced technologies in IT operations and office automation to drive the team's technical transformation.

工作职责 Job Responsibilities :

1. 核心架构与客户端协同管理 Network Maintenance and Optimization:

- a. 与现有网络工程师协作，共同负责四校区及办公机构的网络规划、优化与日常运维（Cisco 为主）。参与复杂故障的联合排查，共同制定网络架构改进方案，并协助建立网络文档与知识库。
Collaborate with existing network engineers to jointly manage network planning, optimization, and daily operations across four campuses and one office (primarily Cisco). Participate in joint troubleshooting of complex issues, co-develop network architecture improvement plans, and assist in building network documentation and knowledge base.
- b. 与团队成员协同管理虚拟服务器（含 Docker 容器环境），分工负责部署、迁移、备份恢复及性能调优。参与制定并执行服务器及关键数据的容灾策略，推动运维流程标准化。
Work with team members to manage virtual servers (including Docker container environments), sharing responsibilities for deployment, migration, backup/recovery, and performance tuning. Participate in developing and implementing disaster recovery strategies for servers and critical data, promoting standardization of operational processes.
- c. Microsoft 365 全栈（Exchange, Teams, SharePoint 等）的架构优化与高级管理。与现有桌面支持同事配合，提升客户端管理效率（如自动化部署、策略配置），并为其提供技术指导与复杂问题支持。
Engage the architectural optimization and advanced management of the full Microsoft 365 stack (Exchange, Teams, SharePoint, etc.). Coordinate with existing desktop support colleagues to improve client management efficiency (e.g., automated deployment, policy configuration), and provide technical guidance and complex issue support to them.

- d. 引入 AI 工具优化运维场景，包括但不限于日志智能分析、故障预测、脚本生成等。通过 AI 辅助编写自动化脚本，提升团队整体工作效率。

Introduce AI tools to optimize operational scenarios, including but not limited to intelligent log analysis, fault prediction, and script generation. Write automation scripts with AI assistance to improve overall team efficiency.

2. 桌面支持和活动支持 Helpdesk and Activity Support:

- a. 与现有桌面支持同事协作，共同承担日常 Helpdesk 工单处理，包括软硬件故障排查、账号权限管理等。参与校园活动的 IT 现场保障工作，负责设备调试、网络部署及应急响应。

Collaborate with existing desktop support colleagues to handle daily Helpdesk tickets, including software/hardware troubleshooting, account/permission management and so on. Participate in on-site IT support for campus events, responsible for device setup, network deployment, and emergency response.

3. 信息安全与合规 Information Security & Compliance

- a. 落实信息安全管理要求，定期进行漏洞扫描与风险评估。参与制定 IT 安全策略，保障校园网络与数据安全。

Implement information security management requirements, conduct regular vulnerability scans and risk assessments. Participate in the development of IT security policies to ensure campus network and data security.

4. 临时代理其他团队同事岗位。

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

5. 领导交付的其他任务，例如 IT 设备年度盘点等工作。也包括临时交办的其他任务。

Performs other duties as directed by leaders such as IT annual inventory check. Also includes other temporary tasks as assigned.

任职要求 Requirements :

1. 计算机、信息技术或信息管理相关专业，学士及以上；

Bachelor's degree or above in computer, information technology or information management related majors;

2. 5 年以上中大型网络及系统运维经验，具有多站点环境管理经验；有跨国企业背景者优先。

5+ years of experience in mid-to-large scale network and system operations, with multi-site environment management experience; background in multinational corporations is preferred.

3. 持有 CCIE 或 Microsoft 365 Expert/Enterprise Administrator 专家级认证者优先。

CCIE or Microsoft 365 Expert/Enterprise Administrator certification is preferred.

4. 良好的团队协作意识，愿意与现有成员分工配合、知识共享。有主动学习和引进新技术的热情。

Good team collaboration mindset, willing to share responsibilities and knowledge with existing team members skills, proactive, positive and team player. proactive in learning and introducing new technology

5. 思路敏锐清晰，有出色的工作分解、分析与解决问题的能力。

Sharp and clear thinking, with excellent troubleshooting and analytical skills.

6. 能用英语进行日常工作交流。

Able to communicate in English for daily work.

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.