

Beijing City International School 北京乐成国际学校  
No. 77 Baizhuan Nan Er Road, Chaoyang District, Beijing 100022, P.R. China  
Tel: +86 10 8771 7171 Fax: +86 10 8771 7778  
北京市朝阳区百子湾南二路77号, 100022

 **BCIS** BEIJING CITY INTERNATIONAL SCHOOL  
北京乐成国际学校

  
文行  
忠信  
Empowering and  
Inspiring through Challenge  
and Compassion

Beijing City International School Early Childhood Center 北京乐成国际学校幼儿园  
No. 11 Dongbai Street, Chaoyang District, Beijing 100022, P.R. China  
Tel: +86 10 6770 0766  
北京市朝阳区东柏街11号, 100022

www.bcis.cn

## Job Description

### Beijing City International School

### 北京乐成国际学校

### 职位说明

#### **TITLE: IT Helpdesk Engineer**

**职位: IT 工程师**

#### **QUALIFICATIONS:**

1. Bachelor's degree or higher.  
学士学位或更高。
2. Minimum three years' experience in IT industry.  
至少 3 年相关工作经验。
3. Good communication skills, proactive, positive and team leader.  
良好的沟通技巧, 工作积极主动, 乐观, 团队领导者。
4. Fluent in English.  
英语流利。
5. Working experience in international school is a plus.  
有在国际学校工作经验。

#### **REPORTS TO: IT Manager**

#### **JOB GOAL:**

1. Provide daily IT support to YCE end users.  
为 YCE 社区学生老师提供信息技术支持。
2. Coordinate and lead the desktop support team to provide information technology support for the entire BCIS community, and provide reasonable and effective solutions.  
协调桌面支持团队, 为整个 BCIS 社区提供信息技术支持, 提供合理有效的解决方案。

#### **RESPONSIBILITIES:**

##### IT helpdesk coordinator:

- a. Troubleshoot and fix client computer, printer and peripheral systems issues.  
修复客户端计算机, 打印机等外部设备系统故障。
- b. iPad mobile device management, including system update, unified mirroring, application management, unified account management, etc.  
iPad 移动设备管理, 包括系统更新, 统一镜像, 应用管理, 统一帐号管理等。
- c. Develop and install master images for school owned Apple MacBook.  
制作苹果系统镜像文件。
- d. Complete the delivery, imaging, installation, set up, configuration and testing of new client computer, printer and peripheral hardware, and software, in accordance with established YCE procedures.

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完成新软硬件安装配置交付工作。

e. Log and report all help requests, Investigate and analyze hardware and software problems.

Develop in-house hardware and software solutions, systems and procedures to handle specific client computer, printer and peripheral requirements, in accordance with established YCE procedures.

记录并处理桌面支持工单，调查分析软硬件问题，提供系统解决方案。

f. Monitor usage of the client computer, printer and peripheral system resources and report any misuse and/or abuse.

关注客户计算机使用情况并报告任何异常。

g. Maintain an awareness of the latest technology, trends and developments in client computer, printer and peripheral systems as they relate to schools in general, and YCE in particular.

对新技术保持敏感，并能够提供合理化建议。

h. Coordinate closely with supplier to plan, supervise the client computer, printer and peripheral preventative maintenance.

供应商管理。

#### Job rotation and team work:

a. Substitute other IT engineers in case any short-term absence. It may relate to networking or Windows server management.

临时代理其他团队同事岗位。

#### School activity support:

Support theatre activities and other school activities, work with vendor about audio and video devices preparation and set up.

支持剧院活动和其他学校活动，和供应商工程师一起工作，提供音视频设备准备及安装、操作。

#### Others:

Connects with the IT manager daily to support school initiatives. Requests to work on projects during downtime. Performs other duties as directed by leaders that may not inconsistent with the qualifications and skills required for this position.

完成领导交给的其他任务事项。

WORK YEAR and Salary: Salary to be established by Head of School with approval of Board.

工作年限及薪资定级：工资由校长制定并由董事会批准。

EVALUATION: Performance of this job will be evaluated by the admin staff in accordance with Board Policies and Protocols.

评估：该职位的表现将按照行政员工绩效评估体系的政策和程序进行评估。

NOTE: The above job description reflects the general requirements necessary to describe principle 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.

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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。

Aligned with the recommendations of the International Task Force on Child Protection, we hold ourselves to a higher standard of effective recruiting practices with specific attention to child protection.

我校遵从国际儿童保护工作组(the International Task Force on Child Protection)的建议，在招聘环节秉承高标准：格外注重候选人对儿童保护的认知。