



WELLINGTON COLLEGE
HANGZHOU

Job Description

IT Manager

ABOUT US

We are Learners, Connectors and Changemakers

At Wellington College China, we offer a pioneering education to serve and help shape a better world. We inspire our children to be the best version of themselves, to take pride in where they come from and to be the change they wish to see in the world.

The Wellington College, United Kingdom (TWC)

Wellington College in England was founded by Queen Victoria in 1859 as a national monument to Britain's most renowned military figure, the Duke of Wellington. Over 160 years later, the College is one of the most respected schools in the United Kingdom and one of its greatest educational institutions – pioneering, innovating and transforming education for girls and boys.

Wellington College China (WCC)

Wellington College China is part of Wellington College Education, a global network of schools united by a 160-year history of excellence with roots in the UK. We operate premium international schools under the Wellington brand and bilingual schools under the Hiba brand. We currently have six campuses in four cities in China, including Tianjin, Shanghai, Hangzhou and Nantong, with a school soon to open in San Francisco as well. Together, our schools serve more than 5,000 pupils.

Guided by a shared vision of pioneering education to serve and help shape a better world, we are an inclusive community of unique individuals with passion, integrity and a commitment to our pupils and each other. Grounded in our five core values, we are a workplace where ideas are realised, bonds are forged and futures can be shaped together as one team, one family.

Kindness Responsibility Respect Courage Integrity

School introduction

The Wellington College Hangzhou campus opened in 2018, showcasing a world-class modern facility, educating pupils from age 2 to 18 years old. Our campus is home to three schools, creating a large and caring community which harnesses the diversity of both East and West cultures. Our schools are aligned using traditional Wellington Values to provide an education with academic excellence at its heart, complemented by the best pastoral care and a wide breadth of co-curricular opportunity.

Hiba Academy Hangzhou (Nursery) provides a bilingual Early Years learning environment, developing strong language and communication skills through internationally proven play-based activities.

Wellington College International Hangzhou consists of Primary and Senior Schools offering a uniquely British style curriculum delivering a world-class international education for children of expatriate families.

Hiba Academy Hangzhou is comprised of Primary and Senior Schools, bringing together the very best of Chinese and British education delivered through a bespoke bilingual learning environment.

Pupils from both the Senior Schools study IGCSE courses, which are globally renowned for quality, rigour and dependability.

Wellington College Hangzhou Sixth Form (WCCH SF) then offers a comprehensive A Level programme, Extended Project Qualification and individual career guidance resulting in a strong pathway to attend the best universities in the UK, USA and worldwide.

Working for Wellington College China

WCC is an inclusive community of unique individuals with passion, integrity and a commitment to each other. Grounded in the Wellington Values, we are a workplace where ideas are realised, bonds are forged and futures can be shaped together.

We empower our employees to grow, with a confidence that inspires our colleagues, opens new opportunities and adds real value to everything we do.

At Wellington, we are our people, and we pride ourselves on the care and opportunities we provide to our employees. Over 50% of our most senior leaders are promoted internally. We offer an exceptional range of learning and development opportunities. These include our internal and external coaching programmes, the WCC High Potential Leadership Programme and a wide range of academic and non-academic training courses designed to take employees through to middle leadership, senior leadership and beyond. To view our full directory of learning and development opportunities, please see the [WCC Course Directory](#).

Wellington College China has been awarded the HR Asia "Best Companies to Work For in Asia" award for four consecutive years, from 2020 to 2023.



Premium schools with small class sizes and generous non-contact time



Personalised professional development pathways



HR Asia's best company to work for in Asia 2020-2023



Generous salary and benefits

Role Description

JOB TITLE

IT Manager

DEPARTMENT

Non-Academic

LOCATION

Hangzhou

LINE MANAGEMENT

Deputy Bursar

OBJECTIVES

The IT Manager is integral to the establishment and enhancement of IT functions, overseeing local IT Infrastructure, Application and Service, and ensuring alignment with the Central Office strategies. The IT Manager should also support and facilitate the school-wide adoption of technology for teaching and learning and work closely with the School Leadership Team and the EdTech Leader.

KEY RESPONSIBILITIES

IT Strategy, Planning and Budgeting

- Develop a long-term IT strategy in alignment with the school's educational objectives and the overall group IT strategy.
- Lead the IT planning process and ensure integration with the overall yearly non-academic strategic development plan (NASDP) and the group IT development plan.
- Manage the IT budget effectively, ensuring cost efficiency and alignment with the school's financial guidelines.
- Advise and support the school's educational technology leadership in planning and budgeting.

Department Leadership

- Provide strong leadership and direction for the IT department and establish clear objectives for the team.
- Foster a culture of continuous improvement and professional growth within the IT department.
- Ensure prompt, high-quality service and lead to continuous high user satisfaction of staff, pupils, and parents with the IT provisioning of the school.

EdTech Support

- Collaborate with educational staff to support and develop educational technology initiatives.
- Evaluate and recommend new technologies to facilitate and enhance the learning experience.
- Provide training and support for EdTech systems utilised by staff and pupils.

IT Infrastructure Support and Development

- Oversee the maintenance, upgrade, and management of all IT hardware, infrastructure, and networks.
- Ensure uptime and availability of all school systems and technology infrastructure meet the service level expectations set by SLT and Group IT leadership.
- Take ownership of all school-based servers and other general computing devices.
- Work with the central office IT team to maintain and manage the school's cloud-based technology resources (server, applications, databases, etc.).
- Ensure high availability of IT services, including managing disaster recovery and backup procedures.
- Oversee the sourcing and installation of new equipment and hardware.

IT Application Support and Development

- Manage the support and development of IT applications, including school management, admissions, library, and co-curricular activity systems.
- Facilitate the induction and ongoing IT training programs for new and existing staff members.
- Provide guidance and leadership on projects to improve IT applications within the school.

IT Services and Support

- Foster a culture of productivity, responsiveness and service orientation.
- Lead IT operations, optimising existing IT services and implementing new services, programs and processes to improve IT functionality and learner or staff experience continuously.
- Implement ITIL/ITSM processes appropriate to our environment, focusing on developing change, configuration, and management procedures.
- Ensure appropriate monitoring and reporting of service delivery, systems control, and preventative maintenance.

IT Policies and Compliance

- Ensure that IT policies are in place, up to date, and communicated effectively to all stakeholders.
- Maintain a strong understanding of legal and compliance issues relating to IT within the school environment.
- Coordinate with the Group IT Director and Central Office IT team to ensure compliance with global IT standards.

BASIC QUALIFICATION

Education

Bachelor's Degree

Major

Computer Science, IT, Engineering

Language

Fluent in written and spoken English, and Mandarin is a plus

Working Experience

8 years and above of relevant experience in a comparable premium organisation

Management Experience

3+ years demonstrable people management and leadership experience within an IT function

EXPERTISE

- IT management and system administration experience in a medium to large organisation.
- Demonstrated experience and knowledge in a range of areas, including general network administration, Office 365, Microsoft Desktop and Server environments, Apple OS, and remote desktop, ITIL service standards, system directories (AD, LDAP), Group Policy, Apple Configurator, MDM solution, Cloud Infrastructure, Application Services (ERP, CRM, OA).
- Solid experience in network configurations, using CISCO equipment, ideally holding a respective network engineering certification or equivalent.
- Familiar with Internet access management and content management platforms such as Sangfor and FortiGate.
- Experience in the education industry is preferred but optional.
- Outstanding interpersonal and communication skills.
- An open mindset and a quick learner.
- Ability to work independently and proactively, showing initiative and taking ownership.

PREFERRED QUALIFICATIONS

- ITIL/ITSM qualification
- CISCO network engineering certificate
- Microsoft/Office365-related certification
- Work experience in the bilingual working environment

As an employer of choice, Wellington College China is committed to making professional learning and personal development central to its ethos and approach. WCC fully recognises its responsibilities for safeguarding children. Our safeguarding policy applies to all staff, governors and volunteers working in the Group.

Be You.
Be The Difference