

Role Title

Exams IT Service Delivery Officer

Role Information

Department	Pay Band	Location	Duration	Reports to:
Exams	5	Shanghai	2 years fixed-term contract	Exams IT Service Delivery Manager – East of China

This position will be employed by BC Education Consulting (Beijing) Company Ltd (BC 教育咨询（北京）有限公司) which is a Wholly Foreign Owned Enterprise under the British Council.

Role Purpose

Support the service delivery projects for Computer Based tests & national digital projects in East of China and ensure the quality of project delivery.

Deliver IT support service in East of China.

About Us

Founded in 1934, the British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Last year we reached over 65 million people directly and 731 million people overall including online, broadcasts and publications.

The British Council has had a presence in China since 1943, and since 1979 we have been operating as the Cultural and Education Section of the British Embassy in Beijing and the Cultural and Education Section of the Consulate-Generals in Shanghai, Guangzhou, Chongqing, and Wuhan. In 2017 we opened our first English centre in Mainland China, based in Nanjing.

Our work in China is of great importance to the global British Council operation, both politically and commercially. With more than 750 staff across our offices in China, we operate a wide range of programmes in English, exams, arts, and education in partnership with local authorities and partners.

We achieve significant impact and reach through our programmes which have engaged millions of young people and thousands of professionals and policy makers across China, including:

- 900,000 people who have taken an exam with us within the past year, be it an English language exam, such as the IELTS exam, or a professional exam, such as the ACCA qualification.
- 10,000 English teachers and one million students who have benefitted from our English language teacher training programmes in the past two years.
- Nearly 155,000 Chinese students who are currently studying in the UK, many of whom have engaged with our work encouraging and supporting student mobility.
- One billion people reached and influenced through our 2015 Year of Cultural Exchange, which comprised of more than 200 events across 14 Chinese cities, and our Shakespeare Lives campaign in 2016 achieved similar levels of impact.

Function Overview:

The Exams IT team is a key part of the China Exams team. It provides IT solutions, digitalization service, and technical support to exams operations in China.

Main Accountabilities:

- Provide Level 1 support for exams IT systems, including user requests and incidents trouble shooting.
- Assist Exam IT Service Delivery Manager to implement global / national changes in China.
- Cooperate with IT support partners and Venue IT staff to support local tests and projects.
- Provide technical support to both Venue IT staff in CB Exam and Exams internal staffs in relevant exam systems and exam digital devices.
- Provide support to deliver training to regional IT support resources and assist Exam IT service delivery manager to ensure the quality of service delivery.
- Follow Exam IT Service Delivery procedures to facilitate communication, change management, outage notifications, and others as per Exam IT Service Delivery Standards.
- To ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these is taken into account when planning and delivering activity
- Manage information created and received in compliance with the British Council's information management standards, policies, the UK data protection principles and local legislation.

Key Relationships:

Internal

- Internal China Exams teams in 4 China offices
- Global Exams system team (E&E)
- British Council China IT Managers, Regional IT Hub and other Global Information

Service

External

- Exam boards and platform provider
- National IT support partners
- External Exams IT vendors / consultants
- IT support resources in venues

Role Requirements:

Threshold requirements: **Assessment stage**

Passport requirements/ Right to work in country	Right to work in China	Shortlisting
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Direct contact or managing staff working with children?	No	N/A
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Notes	Job involves occasional unsocial hours or weekend work and travel outside Shanghai for (onsite) technical support or test delivery. Such requirements will be managed within HR guidelines, including work-life balance policies.	
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Person Specification: **Assessment stage**

Language requirements (DELETE IF NOT APPROPRIATE)

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> • English B2 Aptis IELTS 6 or equivalent) • Chinese C1 (HSK 5 or equivalent) 		Shortlisting and /or testing

Qualifications

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Bachelor degree or equivalent	Certification of SQL Server 2008 / SQL Server 2012	Shortlisting

Role Specific Knowledge & Experience

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Demonstrable experience of: <ul style="list-style-type: none"> • Supporting IT projects or systems • IT support experience on both software and hardware 		Shortlisting and/or interview

Role Specific Skills

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
IT Skills		Shortlisting and/or

<ul style="list-style-type: none"> • Support Windows Operation Systems • Trouble shooting for applications • Support network and PC hardware 		Interview
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> • Managing Projects - Level 1 Works with project management systems and procedures, and has a track record of compliance with them as a project team member. • Communicating and Influencing - Level 1 Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing. • Analysing data and problems - Level 2 Reviews available data and identifies cause and effect, and then chooses the best solution from a range of known alternatives. • Managing People – Level 1 Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes. 		<i>Shortlisting and/or Interview</i>
British Council Behaviours		Assessment Stage
<p>Behaviours assessed during interview stage of recruitment process</p> <ul style="list-style-type: none"> • Being Accountable – Essential • Making It Happen – Essential • Working together – Essential <p>Behaviours not assessed during recruitment process</p> <ul style="list-style-type: none"> • Creating Shared Purposes –Essential • Connecting with Others – Essential • Shaping the Future - Essential 		<i>Shortlisting and/or Interview</i>
Prepared by:		Date:
Exams IT Service Delivery Manager – East of China		11 Jan 2019