Role Title

IT Technician

Role Information

Role Type	Pay Band	Location
Business Delivery	**160,000 VND/ hour**	**Vietnam**

Role purpose

Provide hands on, first level technical support for the IT infrastructure used for CBT (computer-based testing).

About us

The British Council provides access to English Language and other UK qualifications through its Examinations Services. The UK qualifications and assessments that we provide have the power to change people's lives, enabling them to access life, study or work opportunities overseas or in their own countries. Qualifications and examinations are one of the most powerful drivers of improvements in teaching, learning and professional practice.

The British Council Examinations Services administers a wide range of UK exams on behalf of UK based Exam Boards and awarding bodies. These include English proficiency exams such as IELTS, Cambridge English and Aptis, school exams such as IGCSE, O and A levels for Cambridge International Examinations (CIE) and Edexcel International, a range of professional and university qualifications such as ACCA (accounting).

You will be part of a wider team of exams venue staff expected to support the delivery of a variety of computer based tests in various locations. You will be required to work very closely with British Council Examinations Services staff, other venue staff and venue service providers to ensure the test days run smoothly.

Main Accountabilities:

You will be responsible for providing hands on, first level IT support for IT infrastructure used for CBT (computer-based testing).

Programme/service support
- Set up IT equipment (exam delivery workstations, temporary cabling) in preparation for the CBT (computer-based testing) session.
- Verify, at the agreed time before the CBT session, if the CBT platform (the exam software and related IT infrastructure) works correctly. This may include scheduling and running a test exam on all exam delivery workstations.
- Provide hands-on, first line IT support before and during the CBT session. This includes support for the server and computers used for exam delivery, local area network and communication links.
- Liaise with Pearson VUE Help Desk, British Council Global Information Services (GIS), local/regional IT staff and other third party service providers in troubleshooting and resolving problems.
- Record details of technical issues or problems in the British Council Service Desk tool (ServiceNow).
- Additional duties in line with the role may be required.

Training and development:
- Training will be provided on all areas to be covered, including: configuration; software installation; testing; running platform provider remote management application (RMA); and remote access process

Other important features or requirements of the job:
- To work solely at CBT Venues booked by the British Council in accordance with Awarding Body requirements across the UK.
- To provide equipment handling activities in support of CBT Venue set-up and post event collection, including but not limited to unpacking and re-packing all equipment.

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Must be able to legally work in the country of appointment.	Shortlisting
Direct contact or managing staff working with children?	Yes/No IF YES. Appropriate police check	N/A
Notes		

Person Specification:		Assessment stage
Language requirements		

Minimum / essential	*Desirable*	*Assessment Stage*

▪ **English language level** of CEFR B1 (Listening, Speaking, Reading, Writing skills) or equivalent (e.g. Cambridge English FCE, IELTS 5.5)		National or international certification, or testing will be completed as part of the recruitment and selection process

Qualifications

Minimum / essential	*Desirable*	*Assessment Stage*
▪ A+, CCNA or equivalent and/or computer studies		Shortlisting AND Interview

Role Specific Knowledge & Experience

Minimum / essential	*Desirable*	*Assessment Stage*
IT support/Helpdesk experience: Demonstrated experience in IT Technician or Help Desk analyst role. Experience in the following areas: ▪ Windows operating systems (Windows 7, Windows 2008R2) ▪ Basic networking skills (LAN, WAN) ▪ 3rd Party software applications		Shortlisting

British Council Core Skills	*Assessment Stage*
Using technology level 1: Operates as a basic user of information systems, digital and office technology. Able to use British Council systems and software, and the internet, to do the job and manage documents or processes. **Communications in local language and English level 1:** Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.	*Shortlisting AND Interview*

British Council Behaviours	*Assessment Stage*
Being accountable (Essential): Giving constructive feedback to others in a way they can understand and accept.	*Interview*
Working together (Essential): Works well with others, is approachable and flexible.	*Interview*

Prepared by:	**Date:**
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