

## Role Title

IT Service Delivery Officer, Korea

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
IT	Pay band 4 (H)	Seoul, Korea	1 year (renewable thereafter)	Exams Operations Manager, Korea

## Role purpose

To support computer-based tests, exams systems and delivery in country. To ensure exams delivery runs smoothly. To support, train and monitor IT Service vendors across the country, train and monitor venue technicians either directly or through the IT Service vendors.

## About us

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. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

## Geopolitical/SBU/Function overview:

The English and Examinations Strategic Business Unit (E&E) is one of three strategic business units in the British Council (the others being Arts and Education & Society) all of which have the remit to build trust for the people of the UK by building relationships through aspects of our language and culture. E&E achieves this by enabling people across the world to access the life-changing education and work opportunities that are created by learning English or gaining valuable UK qualifications. Promoting the English language also provides a medium for communication, helping break down barriers of misunderstanding or mistrust between cultures. The British Council's 2020 vision for English & Examinations is to be the world authority in high quality English language teaching, learning and assessment, as well as the International distributor of choice for UK professional and school qualifications.

The Examinations business makes a significant contribution to British Council financial sustainability, and as such, it is essential that the business evolves in order to maintain its position in a fast-changing operating context. There is a need to standardise and automate activities across the globe to deliver efficiencies, and there is also a requirement to develop new digital products and services to meet changing customer demands and competitive pressures. In a cost and resource-constrained environment, balancing the on-going requirements and allocation of funds will be critical, as will the integration and planning of the implementation of the different changes across a global network of 110+ countries charged with the on-going delivery of impact and income whilst changing key elements of the supporting operational platform.

## Main opportunities/challenges for this role:

- Conduct training for, support and closely monitor local IT service vendors and venue technicians inc. venue staff from a technical perspective
- Provide technical support to deliver paper-based tests and computer-based tests.
- Support operation teams by ensuring systems and devices are compliant, working and optimally used

## Main Accountabilities:

### Product Service Support

- Provides technical assistance leading up to and during CB / PB test delivery.
- Provides technical support in venue sourcing, implementation of CBT products and digital systems, conduct troubleshooting of devices used in all Exams delivery
- Log and report technical incidents of exams products, make improvement plan and take actions to mitigate technical incidents in exams delivery.
- Support venue staff technicians in exams and products technical knowledge delivery, and support operation team (and IT Service Vendors where appropriate) in recruiting venue staff technicians
- Support operations by continually providing feedback to Regional and Cluster IT Service Delivery colleagues suggesting improvements to delivery processes and training materials
- Liaise with software / application suppliers to submit technical issues and advise proper solutions to operation team, provide support to venue staff technicians and IT service vendors in raising technical issues to suppliers
- Lifecycle management of devices used in Exams delivery, and ensure technical compliance of equipment and connectivity at test venues
- Occasional work travel according to business needs

### IELTS inventory management

- Maintain the inventory updated and keep tracking of ingoing and outgoing items
- Maintain records of all laptops, finger scanners, cameras, video cameras, tri-pods, headsets, hard-drives etc.

### Vendor Support and Monitoring

- Provides CBT technical training and CBT products updates to local IT service vendors, needs to travel to remote city occasionally according to business needs.
- Closely monitor performance of IT Service Vendors, providing feedback on improving their performance and any potential breaches of contract in a timely manner

### Relationship & stakeholder management

- Be the point of contact person to local IT service vendor, proactively work with operation team, IT service vendor, and venue technician to deliver exams smoothly.
- Act as point of contact and manage escalated issues in country from Venue Supervisors and Venues, supported by Operations Manager / Cluster team / Regional team when required
- Cooperate with Global Information Service team and local IT colleagues to implemented systems changes and keep regional incident log up to date on Microsoft Teams in near real time
- Support schools and agents to enter registrations as and when required

### Risk & Compliance

- Work with Ops team to ensure that digital systems and CBT systems are compliant with QCA and Exams delivery guidelines
- Provide support related to compliance or investigations on Test Day and related issues
- Follow agreed corporate risk management processes and procedures when delivering services (e.g. child protection, security policies, financial protocols, anti-fraud measures) to protect the interests of the BC and its customers at all times

### IELTS administration

- Provide sufficient administration support in order to deliver the examination effectively.

## Key Relationships:

### Internal

- Regional and Cluster IT service delivery colleagues
- Global Information Service / GSD
- Operation Team in country
- Local in-country IT team

### External

- IT service vendors
- Venue Staff technicians
- Venue technicians

## Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Due to visa restrictions the British Council will not be able to sponsor visas for this post. You therefore will need to be able to provide your own work permit to be considered for this post.	Shortlisting
Direct contact or managing staff working with children?	No	N/a
Notes	Exams are conducted from Mondays to Fridays 6.00am to 9.00 pm and on Saturdays/Sundays from 6.00am to 9.00 pm.  The successful candidate will work a 5-day week on a shift system from Monday to Sunday. Evening and weekend work can be required on a regular basis.	
Person Specification:		Assessment stage
Role Specific Knowledge & Experience		
Minimum / essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> <li>▪ Experience in B2B / B2C customer service environment</li> <li>▪ Experience of and ability to deliver excellent standards of customer service</li> <li>▪ Excellent computer skills, solid knowledge of hardware, software.</li> <li>▪ Understanding and experience of risk and compliance management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of supporting on delivery of computer based exams</li> <li>▪ Troubleshooting experiences of hardware, software and network devices</li> </ul>	Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> <li>▪ IT Skills</li> <li>▪ Troubleshooting in hardware and software</li> <li>▪ Solid knowledge in network, computer, operating systems</li> </ul>		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
Communicating and influencing (level 1) Communicates clearly and effectively		Shortlisting AND Interview

<p>Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p> <p><b>Managing projects (level 1)</b></p> <p><b>Follows project management disciplines</b></p> <p>Works with project management systems and procedures and has a track record of compliance with them as a project team member.</p> <p><b>Planning and organizing (level 1 / 2)</b></p> <p><b>Is methodical</b></p> <p>Able to plan own work over short timescales for routine or familiar tasks and processes.</p>	
<b>British Council Behaviours</b>	<b>Assessment Stage</b>
<p><b>Connecting with others (Essential):</b></p> <p>Making regular opportunities to understand others better</p> <p><b>Working together (More demanding):</b></p> <p>Ensuring that others benefit as well as me</p> <p><b>Making it happen (Essential):</b></p> <p>Delivering clear results for the British Council</p> <p><b>Being Accountable (More demanding):</b></p> <p>Putting the needs of the team or British Council ahead of my own</p>	<i>Interview</i>
<b>Prepared by:</b>	<b>Date:</b>
Mark Knight	3 June 2019