

SHANGHAI AMERICAN SCHOOL

JOB DESCRIPTION

TITLE: Associate Technology Director (Operations)

POSITION SUMMARY: The Associate Technology Director (Operations) oversees and manages key operational technology areas, including infrastructure and support, and works collaboratively with the Technology Director on areas of business continuity and proactive risk management, cybersecurity, data protection, and incident response.

SUPERVISED BY: Director of Technology

IDEAL CANDIDATE QUALIFICATIONS:

It is expected that candidates for this position will be highly qualified and able to work with technology staff and school leaders to support school operations with safe, consistent, reliable, and effective technology infrastructure and platforms.

- Minimum of 5 years of evolving experience in operational technology leadership
- Demonstrated proficiency with a wide variety of technical infrastructure, including hardware, software, and internal and external networking equipment, including both on-premise and cloud-based systems
- Thorough understanding of privacy, data protection, and cybersecurity, and best practices for handling data safely and securely
- Familiarity with China's primary frameworks for cybersecurity and data protection: Cybersecurity Law (CSL), Data Security Law (DSL), Personal Information Privacy Law (PIPL), and Multi-Layer Protection Scheme (MLPS)
- Strong analytical and problem-solving skills and a proactive approach to identifying and addressing potential issues
- The ability to independently manage multiple projects in a timely fashion
- Excellent interpersonal skills and the ability to work collaboratively with other members of staff

PARTIAL LISTING OF DUTIES AND RESPONSIBILITIES

- Collaborates with the Director of Technology to develop and support initiatives and ongoing work related to maintaining technology infrastructure, coordinating support, and ensuring best practices in data protection, cybersecurity, and disaster recovery, both proactively and during incident response
- Oversees the day-to-day operation of the operational technology team, including managing staff, setting priorities, informing stakeholders, and ensuring that issues are resolved in a timely and appropriate fashion
- Oversees management and coordination of key technology platforms, infrastructure, and security monitoring systems on both campuses

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- Collaborates with the Director of Technology to develop and coordinate project plans for proactive system monitoring, infrastructure lifecycle management, and regular disaster recovery and cybersecurity testing and drills
- Oversees ongoing infrastructure and security monitoring and ensures that the Director of Technology and relevant team members are promptly notified of any emerging issues
- Collaborates with the Director of Technology to coordinate and manage incident response for system outages, cybersecurity incidents, and other disruptions
- Oversees and maintains system and process documentation and policies across key technology systems and infrastructure
- Participates in and supports ongoing schoolwide cybersecurity and data protection auditing and mitigation work
- Participates in schoolwide operational conversations, including the Operational Leadership Team
- Provides additional technology engineering support on both campuses
- Leads and contributes to additional projects as assigned by the Director of Technology

SAS BELIEVES:

- That each employee makes a significant contribution to our success
- That contribution should not be limited to the assigned responsibilities.

Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee or SAS to only the work identified. It is the expectation of the School that each employee will offer his/her services wherever and whenever necessary to ensure the success of our organization.

How we see the world is how we experience the world

We believe that diversity, equity, and inclusion enrich our community and create a sense of belonging that compels each of us to grow. Therefore, we commit to a journey of community growth that is grounded in best and sustainable practices rooted in our mission and core values. We seek individuals who are ready to contribute to such an environment.

Child Protection at SAS

Shanghai American School, in keeping with our core values and vision statements, has a Child Protection Policy that guides our faculty, staff, and families in matters related to the health, safety and care of children in attendance at our school. By accepting employment at SAS, all faculty and staff agree to work in partnership with the School and abide by the policies adopted by the SAS Board.

With this in mind,

- Applications will be thoroughly and rigorously screened in line with our strong commitment to all aspects of child protection and safeguarding.
- Shanghai American School reserves the right to withdraw an applicant's candidacy at any time should information be forthcoming that may suggest the candidate is not suitable to progress in the process.
- Shanghai American School reserves the right to withdraw an applicant's candidacy if current and former supervisor references are not provided.
- Hiring is contingent upon successful criminal background checks.

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Applicants are asked to apply as early as possible, as Shanghai American School reserves the right to close the selection process at any time.