

Job Description for Apple Developer Academy @ POSTECH: Staff Positions

Introduction

Pohang University of Science and Technology (POSTECH), in partnership with Apple, is looking to create a highly motivated teaching staff at the Apple Developer Academy @ POSTECH.

You will work with the entire team to create new, fully integrated, cross-curricular learning experiences for the students at the Apple Developer Academy. You must be excited about exploring new teaching strategies and non-traditional pedagogy. You will be expected to learn alongside your students. You will be expected to work with an extended team to build a strong collection of promising practices and learning materials including creating technical solutions for use in-house by students, mentors, and administrators of the Academy.

Imagine what you can do as part of a team preparing the next generations of world-class App developers who will go on to redefine how technology will positively impact our lives. Applicants must have a passion for change. Bring agility and dedication to your job and there's no telling what you could accomplish.

Roles Available:

<Staff>

Marketing Manager (1)

Marketing Admin (1)

Financial Manager (1)

Student Affairs (1)

IT Engineer (1)

Marketing Manager/Admin (each 1 Position)

The marketing manager leads the acquisition and assessment activities of incoming candidates of the apple developer academy.

This position is responsible for the implementation of multi-channeled out-reach for the recruitment of high quality applicants for the academy. He or she will conduct necessary market research to discover the best way to reach targeted market group. He or she will plan and execute student fairs, in-school workshops, social media, and other inquiry generating activity. It requires a driven, independent person who can easily grasp the vision of the academy and translate to relatable messaging and benefits to potential candidate and stakeholders.

This role also requires the ability to work across different teams to design and implement candidate assessment processes that is inline with the policy of both Apple, POSTECH, and local municipality. Ideally, the candidate should have at least 5-7 years 'experience as in education-related industry, but experience in NGO and corporate will be welcomed.

Key Qualifications

- Passion for learning
- Proven experience in implementing high impact, successful acquisition programs for businesses or educational institutes.
- Data-driven with strong analytical skills
- Strong written and oral communication skills in English and Korean.
- Strong work ethic and high integrity.
- A compelling spokes-person for the Academy with strong public speaking ability
- Proficient in English and Korean
- Experience with copy writing in both English and Korean a plus

Financial Manager (1 Position)

Pohang University of Science and Technology (POSTECH) is looking for a financial manager to help manage, review and monitoring budgets for academic and research programs.

This position is responsible for managing ongoing budgets and able to present monthly financial reviews . They will provide financial reports, analyze every day financial activities. This would include ensuring the budget tracks to target and mitigating and escalating finance issues.

Ideally, the candidate should have experience in an education-related industry, Non-Governmental Organizations, or private sector.

Key Qualifications

- 5+ years of professional Finance experience; with exposure to detailed analytics and forecasting, along with a collaborative approach to decision making.
- Strong collaboration and interpersonal skills; must be able to form positive relationships with business partners and peers.
- Strong communication and presentation skills.
- Strong analytical skills.
- A solid understanding of finance and accounting principles.
- Proficient in Korean and English both oral and written communication.
- Experience in using Microsoft Excel.

Student Affairs (1 Position)

The student affairs executive is responsible for matters related to the experience of the current learners and in-coming candidates.

The position will work with the operation manager to manage day-to-day student affairs, and will support the effective implementation of student contracts, facility management, admission process, and device delivery.

Ideally, the candidate should have at least 2 years 'experience as in education-related industry, but experience in NGO and corporate will be welcomed.

Key Qualifications

- Passion for learning
- Dynamic, energetic, and customer service-oriented.
- Data-driven with strong analytical skills
- Strong written and oral communication skills in English and Korean.
- Strong work ethic and high integrity.
- Proficient in English and Korean a plus.

IT Support Engineer (1 Position)

The Apple Developer Academy is an innovative educational program designed to grow learners to become well versed in all aspects of becoming a developer; UI/UX, Business and Presentation Skills, Coding, Analysis, Testing and more. And these learners will require a rock solid IT platform and infrastructure to keep focused on their tasks. To support this environment you will need to be a quick thinker, someone who loves a challenge, someone that can work just as easily within a team, leading a team or completely solo. Your skillset will develop constantly, as the learners push the limits with the technology available to them.

This role will be responsible for one site consisting of a couple of hundred learners, plus mentors and support staff - with an ever growing number of devices and infrastructure to support. Already established is a first-class, world-wide, infrastructure to leverage including Device Management (MDM), Collaboration Tools, Support Systems, Monitoring Tools and more. This site is one of many, so there are peers in other geographical regions ready and willing to assist you too. Your role is to be the local primary support person to address any issues with technologies managed by IT, from the Internet, through the Firewall, to the Routers, Wireless Access Points, Display Screens, Conference Rooms and End User Devices; if it consumes power, you probably support it.

Job Responsibilities:

- Ultimately responsible for the reliability and availability of the Data Network, Audio/Vision Network and Client Computing resources.
- IT ticket management, categorization, prioritization and escalation — ensuring all faults are progressed and cleared within SLA - escalating to other internal and external teams as appropriate
- Project management of IT changes (software, hardware, process)
- Provide direct assistance to end-users, vendors and external teams to resolve issues Manage third party vendor relationships (hardware/software/facility) and reporting against their SLA
- Tracking and reporting of solution component lifecycle, managing EOL components from proposal to support-handover
- Provide training to end-users (presentations, workshops, written guides)
- Generate regular reports on activities
- Ensure adherence with government policies, procedures, structure; applicable local, state and federal laws, codes, regulations and ordinances for data collection in various jurisdictions.
- Perform other job-related duties as assigned
- Be the well-loved IT person on-site

Requirements

- Have minimum 2 years working experience in Helpdesk or IT Support especially end user computing hardware and software
- Project Management experience
- Vendor Management experience
- Knowledge of network infrastructure components and troubleshooting techniques Knowledge of Mobile Device Management concepts and capabilities
- 2 years of macOS and/or iOS Support
- Scripting experience (any of BASH, Python, Perl)
- Self-starter mentality who can work without direct supervision English (read/write/verbal) is mandatory