

Role Title

CB Technician

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Delivery	Hourly paid	Malaysia	Renewal yearly	Supervisor / Assistant Supervisor

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.

Geopolitical/SBU/Function overview:

English and Exams

Main opportunities/challenges for this role:

- Provide first-layer technical assistance and handle technical incident on test day
- Provide professional technical service in CB venue technical readiness and technical compliance verification

Main Accountabilities:

Program/service support

- Set up CBT equipment, including hardware / software configuration and upgrade.
- Conduct familiarization CB exam based on CB exams operational needs
- 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.
- Acted as first layer IT support to initially diagnose the root cause of incident, and record incident for further investigation
- Troubleshooting hardware/software issue during CB exam window, providing timely IT service to resolve technical problems.
- Serve as the primary IT contact point for technical support during the delivery of pop-up CB exams.
- Assist the Exam Operations team in completing technical readiness checks for CB exam venues, including verification of hardware, software, and network equipment to ensure compliance with BC technical standards.
- Perform monthly equipment health checks whenever Exam ITSD is unavailable.
- Support the Exam Operations team with CB equipment inventory verification.
- Conduct equipment technical compliance verification as required.
- Additional duties in line with the role may be required.

Training and development:

- Training will be provided across all relevant areas to ensure service quality, including exam system and application configuration, exam application installation, and known technical issues with corresponding workarounds. This will be aligned with the venue staff training programs.

Key Relationships:

Internal

- *Exams ITSD*
- *Operation Manager*
- *Supervisor*

External

- *Exam Awarding body*
- *Venue partner technician*

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	Yes/No IF YES. Appropriate police check	N/a

children?		
Notes		
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English language level of CEFR B2 (Listening, Speaking, Reading, Writing skills) or equivalent (e.g. Cambridge English FCE, IELTS 6.5) 		National or international certification, or testing will be completed as part of the recruitment and selection process
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Computer Science or technical background Solid hardware and software knowledge		Shortlisting AND Interview
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
IT support/Helpdesk experience: Demonstrated experience in IT Technician or Help Desk analyst role. Experience in the following areas: <ul style="list-style-type: none"> Windows operating systems (Windows 11, Windows Server) Basic networking skills (LAN, WAN, Firewall instance) The 3rd Party software applications 		Shortlisting And Interview
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> Communication skill 		Shortlisting AND Interview
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.		Shortlisting AND Interview
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.	
British Council Behaviours	Assessment Stage
Being accountable (Essential): Giving constructive feedback to others in a way they can understand and accept.	<i>Interview</i>
Working together (Essential): Works well with others, is approachable and flexible.	<i>Interview</i>
Prepared by:	Date:
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