



# ETS

EDUCATION TECHNOLOGY  
DEVELOPMENT AND  
INTEGRATION SUPPORT

โครงการ Education Technology Development and Integration Support (ETS) กำลังเปิดรับสมัครลูกจ้างโครงการ เพื่อปฏิบัติงานด้านการพัฒนาระบบสนับสนุนการเรียนการสอนใน มจร. พร้อมทั้งให้ความช่วยเหลือและสนับสนุนอาจารย์ผู้สอน รวมถึงให้ความรู้ด้านเทคโนโลยีที่สามารถนำมาประยุกต์ใช้กับการศึกษา โดยมีตำแหน่งและรายละเอียดต่างๆ ดังนี้

1. Senior Full-Stack Web Developer จำนวน 2 อัตรา
2. DevOps Engineer and Evangelist จำนวน 1 อัตรา
3. Quality Assurance Captain จำนวน 1 อัตรา
4. UX Researcher จำนวน 1 อัตรา
5. Customer Success จำนวน 2 อัตรา
6. Education Designer จำนวน 2 อัตรา
7. Media and Marketing Coordinator จำนวน 1 อัตรา
8. HR Officer (People & Culture Coordinator) จำนวน 1 อัตรา

# Senior Full-Stack Web Developer : 2 Positions

## Responsibilities

- Be a part of a distributed agile team to develop web applications.
- Write and maintain codes based on Test Driven Development (TDD) approach (Unit Test/Robot Framework) from assigned requirements and design using appropriate tools.
- Be a part of a person who maintains the platform's infrastructure and building pipeline on Amazon Web Services (AWS) using Jenkins.
- Reproduce and fix bugs found on web applications.
- Review code and give a suggestion between colleagues to improve coding skills.
- Learn new tools and techniques to improve the team's performance.
- Assist team members when needed to accomplish team goals

## Qualifications

- Demonstrated ETS keystone behaviors
- Have experience in Software Developer or related fields (at least 2 year).
- Has an agile mindset which is ready to accept any changes and willing to try and to learn from mistakes. Also, do not regard creating a new thing and leave the old one for the better outcome.
- Has a high responsibility and self-inspire to reinforce yourself to work efficiently even working outside the office.
- Has a good communication skill with other colleagues both Face-to-Face video call and audio call.
- Has a logical and systematic thinking skill and loves to solve the problem with a rapid self-learning skill.
- Be able to discover, study and apply tools and technologies for the team to work easier.
- Be able to cooperate professionally with other colleagues and be willing to accept any feedback or comments from the others.
- Has an experience in website development using Laravel, ExpressJS, Bootstrap, Vue.js or the other frameworks.
- Has an experience in Amazon Web Services and Jenkins or be able to self-learn quickly.
- Keep in touch with the latest trend in website development and technologies (Tech Savvy).
- **For a remote developer candidate**, you must have a great working space and proper computer for efficient and long-lasting working outside the office.

## Additional Qualifications

- Passionate in education and want to truly understand users.
- Has an experience in Agile/Scrum, Acceptance Test Driven Development, CI/CD and DevOps Culture.
- Has an experience in software development using Microservices architecture.

# DevOps Engineer and Evangelist : 1 Position

## Responsibilities

- DevOps advocacy - Promote, educate, and develop DevOps practices across the organization
- Release engineering - Selecting, provisioning, and maintaining CI/CD tooling or writing and maintaining build/deploy scripts
- Infrastructure provisioning and system administration - Deploying and maintaining the servers, storage, and networking resources required to host applications
- Automate and monitor everything that should be done
- Research and develop solutions for improving the process and products

## Qualifications

- Demonstrated ETS keystone behaviors
- Agile mindset, growth mindset, very high responsibility, self-motivated, automation mindset.
- Systematic thinking, logical thinking, problem-solving, fast learning, tech-savvy
- Strong communication, collaboration, and collaborative management skills
- Experience with DevOps tools, configuration management
- Strong experience in containers and container orchestration
- Strong proficiency with continuous integration and continuous deployment, system architecture and provisioning, and system administration
- Familiarity with coding and scripting
- 3+ years of experience as a DevOps Engineer in an AWS environment, including automation experience with configuration management tools.
- Experience with testing frameworks and integrating test automation into DevOps pipeline

# Quality Assurance Captain : 1 Position

## Responsibilities

- Identify best practice and improve quality assurance process and method to drive a better performance of the team
- Evaluate user needs, product requirements, and system designs to provide a method of improvement and identify testing strategies and technical requirements for testing that maximize test coverage and/or improve system reliability, usability and performance
- Work with product owners on testing options and strategies to drive the production of high quality systems. Uncover hard-to-find bugs and devise methods to avoid the bug in the first place.
- Collaborate with the development team, customer support team and client to ensure issues are addressed, as well as identify improvement opportunities in the development life cycle.
- Design and create automation test framework. Create test tools that facilitate test method execution. Establish and maintain testing infrastructure, including test tools and environments.
- Design and create test cases and automated test scripts. Execute, monitor, and report (manual and automated) testing activities and ensure they are completed as expected while evaluating the impact of the defects that emerge
- Ensures that QA activities are adequately resourced in terms of staff, test environments and test tools. Reskill and upskill QA to be a new standard that can utilize QA tools for effective performance. Ensures that all staff involved in testing receives adequate training.
- Drive the velocity of product development together with an agile development team

## Qualifications

- Demonstrated ETS keystone behaviors
- Strong leadership, planning, systematic thinking, analytical and problem skills as well as an attention to details
- Excellent communication and interpersonal skills, service-minded, enthusiastic, self-learning, able to work under pressure, hard-working, Have a positive attitude and be open-minded
- Proficiency in developing and implementing test plans and test scripts, as well as the environment and infrastructure for testing
- Ability to work effectively in a team focused on bringing great services to market
- Experience in agile methodology, test automation (Selenium, Robot, etc.), performance testing (JMeter, etc.), API testing, UX/UI testing, Git, Python, Jenkins Continuous Integration, and SQL.
- Ability to identify and escalate issues in a timely manner
- Can-do attitude
- Enjoy working in a team environment. Energetic and able to work in dynamic environments
- Open-minded and willing to listen to other ideas and opinions for the better output/outcome
- High awareness of customer service
- Ability to work with minimal supervision and commit to the team's schedules and goals
- Knowledge of modern software engineering approaches including architectures and testability (is a plus)

# UX Researcher : 1 Position

## Responsibilities

- Actively participating in user research, testings, and assessing performance metrics to evaluate and optimize the performance and quality (in UX aspect) of new and existing features.
- Quickly iterate on multiple interactive design solutions and work through details.
- Advocates for design solutions, highlighting inputs that influenced the decisions including business and user goals, demographic and usage data, and research findings. Find creative ways to solve UX problems (e.g. usability, findability)
- Develop UI mockups and prototypes that clearly illustrate design ideas.
- Communicate design ideas and prototypes to the team. Works alongside engineers and product owners throughout all stages of the production cycle in a highly agile environment

## Qualifications

- Demonstrated ETS keystone behaviors
- Agile mindset, growth mindset, self-motivated, decisiveness and professional responsibility.
- 3+ years of experience as a UX research specialist, UX/UI designer, interaction designer, information architect, or similar role
- Strong knowledge and experience with qualitative and user-centered design methodologies, conducting user research, usability principles and techniques, and user interface design patterns
- Excellent written and verbal communication, presentation, storytelling skills and design skills
- Strong experience with a variety of design, wireframing, prototyping, and communication tools such as Photoshop, Illustrator, Figma, presentation tools, and video conference tools.
- Experience in a highly agile/scrum environment
- A plus for bachelor's degree in design, human-computer interaction (HCI), or 3+ years equivalent professional experience
- Knowledge and experience in front-end development with HTML/CSS/JS is a plus.
- **Portfolio of work demonstrating experience conducting user researches and creating great user-centered design solutions is required to apply for this position**

## Customer Success : 2 Positions

### Responsibilities

- Provide customer service, manage all tickets and keep updated with the team regularly by using technology fluently
- Understand customer groups, analyze, synthesize information to find solutions to solve problems. Observe the customer stuff, analyze the pros and cons, develop work through models, audience testing, or related surveys.
- Working as an Agile Team
- Project management (gather user requirements from the prospects/customers and document system specifications)
- Coordinating with team leader in estimation effort.
- Liaison with other team members and customers in a professional manner.
- Responsible for maintaining an open and clear line of communication to the customer. (Teacher Professor and the other people that's interested in our program)
- Able to organize training and advice our tools, both online and offline. And able to apply many tools / software to be suitable for work.

### Qualifications

- Demonstrated ETS keystone behaviors
- Have experience in Customer Service or Customer Support (at least 1 year).
- Excellent writing and conversation skills in both Thai and English language (clear, concise, and grammatically correct)
- Ability to use abstract reasoning, problem solving, planning, and analytical skills in: training, evaluation, and program development
- T-shaped person, ability to work outside of core area (T-shaped Skills)
- Requires effective interpersonal and oral communication skills for teaching and learning
- Requires effective writing and oral communication skills to conduct meetings or training sessions, and to prepare reports that are clear, complete, comprehensive, and use good language
- Highly organized and able to multi-task.
- Self-driven and proactive nature.
- High computer literacy and ability to learn new software.
- Passion for service and knowledge of customer success processes.

## Education Designer : 2 Positions

### Responsibilities

- Facilitate the design of KMUTT micro-credentials to ensure the highest quality of both evidence and assessment criteria design
- Contribute to the team in designing and implementing the micro-credential framework, supporting policy, and required guidelines to push forward the scalable and effective solutions and increase the quantity and quality of the overall design
- Learn new tools or create new solutions for support the education
- Creating an instruction manual Including various media to disseminate information and knowledge on educational technology
- Providing advice and support teachers or education staff in applying technology for teaching and learning.
- Analyze and research various information related to educational technology
- Assist team members when needed to accomplish team goals

### Qualifications

- Have experience in Education Service or related fields (at least 2 year).
- Have an experience working in online-offline learning course design as well as being able to solve specific problems appropriately (is a plus)
- Have sense of technology
- Passion in education and service, love to learn about new technology trends
- Excellent communication and interpersonal skills, service-minded, enthusiastic, self-learning, able to work under pressure, hard-working, Have a positive attitude and be open-minded
- Strong ability to analyse complex problems to bring about technology solutions for continuous development to enhance learning and teaching.
- Ability to convey information appropriately and accurately
- Excellent writing and conversation skills in both Thai and English language (clear, concise, and grammatically correct)
- Successful experience working in a team setting

# Media and Marketing Coordinator : 1 Position

## Responsibilities

- Develop, implement, and track marketing programs such as email, social media, or digital campaigns, and events
- Collaborate with other internal teams to develop and monitor strategic marketing initiatives
- Analyze and report on the performance and efficiency of campaigns
- Conduct market research and analyze trends to identify new marketing opportunities
- Write, proofread, and edit creative and technical content across different mediums
- Assist team members to accomplish team goals

## Qualifications

- Demonstrated ETS keystone behaviors
- Have experience in marketing or a related field (2-5 years)
- Strong knowledge of various marketing (SEO, SEM) and online tools (Google ads, Facebook ads) or analytics tools (Facebook analytics, Google analytics), and content management systems
- Excellent analytical skills and a knack for data analysis
- Strong written and verbal communication skills
- Knowledge about graphics design, content writing or video editor (is a plus)
- T-shaped person, ability to work outside of core area (T-shaped Skills) (มีความสามารถในการพัฒนาตนเองให้มี T-shaped Skills)
- Self-driven and proactive nature.
- High computer literacy and ability to learn new software.
- Excellent communication and interpersonal skills



# HR Officer (People & Culture Coordinator) : 1 Position

## Responsibilities

### Key Responsibilities

- Assist In Performance & Culture Management Processes
- Maintain People Records (Attendance, Engagement Survey Etc.) According To Policy And Legal Requirements

### Other

- Support And Development HR Systems, HR Activities
- Support And Implement Effective Onboarding Plans
- Develop Training And Development Programs
- Assist Team To Accomplish Team Goals

### Qualifications

- Demonstrated ETS keystone behaviors
- Have experience in Human Resource or related fields
- Ability to use abstract reasoning, problem solving, planning, and analytical skills in: training, evaluation, and program development
- Requires effective interpersonal and oral communication skills
- T-shaped person, ability to work outside of core area (T-shaped Skills)
- Highly organized and able to multi-task
- Self-driven and proactive nature.
- Requires effective writing and oral communication skills to conduct meetings or training sessions, and to prepare reports that are clear, complete, comprehensive, and use good language
- Contributes to team effort by accomplishing related results as needed
- Successful experience working in a team setting

## เอกสารประกอบการสมัคร

1. ประวัติย่อ (Resume)
2. หลักฐานทางการศึกษา (Transcript)
3. แฟ้มผลงาน (Portfolio) หรือ VDO Resume (ถ้ามี)

ส่งเอกสารและข้อมูลทั้งหมดมาที่ [ets.hrteam@gmail.com](mailto:ets.hrteam@gmail.com)

สถานที่ปฏิบัติงาน : มหาวิทยาลัยเทคโนโลยีพระจอมเกล้าธนบุรี ถ.ประชาธิปไตย แขวงบางมด เขตทุ่งครุ กทม.

การคัดเลือก : พิจารณาจากเอกสาร แบบทดสอบ และการสัมภาษณ์