



Hub ICT Systems Administrator

Job Description

Role Purpose:

The School Hub IT System Administrator is a pivotal role that encompasses a broad spectrum of responsibilities related to the school's IT infrastructure. This role demands a high degree of technical proficiency, exceptional problem-solving abilities, and an unwavering dedication to delivering outstanding service and support to all users.

As a School Hub IT System Administrator, you will collaborate closely with other IT staff within the school to provide comprehensive technical support to users and local schools, ensuring their unique needs are met effectively. You will be at the forefront of managing and delivering key system upgrades and developments, aligning with the Trust's overarching strategy and the school's vision for IT.

Your role includes the planning, coordination, and implementation of IT projects aimed at achieving the strategic objectives of the Trust. You will be the bridge between the IT department and the rest of the school, communicating effectively with staff at all levels. Your goal is to ensure a high-quality service to our school's staff and students by understanding their needs, managing expectations, and delivering timely and effective IT solutions. This role is instrumental in shaping a robust and efficient IT environment within the school.

Key Accountabilities:

Reporting to the Hub IT Business Partner, this post holder will be accountable for

Strategic Responsibilities:

- Infrastructure Management:** Oversee and manage the school's core IT infrastructure, including server hosts, virtualised server estate, Storage Area Network (SAN), routers, switches, and wireless networks. This includes managing school-specific systems such as student information systems, learning management systems, and library systems.
- Network Security and Data Protection:** Manage the network infrastructure, liaise with the internet service provider and managed firewall provider for necessary changes, and ensure secure network access for users' devices. This includes managing access to educational resources and ensuring the security of sensitive information such as student records and staff personal data.
- Cyber Security:** Implement and maintain robust cyber security measures to protect the school's IT systems and data. This includes educating staff and students about cyber threats and best practices for online safety.
- IT Services Development:** Oversee and manage the setup and installation of new IT equipment and assist the IT Hub Business Partner in planning for their replacement. This includes evaluating and implementing educational technology tools and platforms.
- Project Management:** Lead and support project management and delivery of key systems and developments on behalf of the Trust and the schools. This includes coordinating with teachers and other staff to understand their needs and align IT projects with educational goals.
- Communication and Service Delivery:** Communicate effectively with staff at all levels, ensuring a quality service to our school's staff and students. This includes providing training and support for staff and students in using IT resources.

This document was approved as follows	
Head of IT Service	Date: 22/02/2024
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7. **Cloud Systems Management:** Manage SAS based systems and other cloud systems that integrate with school systems. This includes managing access to cloud-based educational resources and ensuring these resources are used effectively and safely.

Operational Responsibilities:

1. **System Maintenance and Support:** Manage user accounts, access rights, data backup systems, and Mobile Device Management system. This includes managing accounts for students and staff, and providing support for classroom technology. You will also manage the Microsoft Active Directory, ensuring the correct access and permissions are granted to the appropriate users as well as any other IT system the school use.
2. **Data Backup and Recovery:** Manage the data backup system, ensuring regular system and data backups and maintaining off-site copies. This includes ensuring that student work and school records are securely backed up and can be recovered in the event of a system failure.
3. **Device Management:** Manage and maintain all Trust-owned end-user devices. This includes managing classroom technology such as interactive whiteboards and student devices.
4. **Communications Systems Management:** Manage the school's email solution, telephone system, and digital signage system. This includes managing communication tools for staff and students and ensuring these tools are used effectively.
5. **Audio Visual Equipment Management:** Manage specialist AV equipment on site and provide AV support for whole-school events. This includes managing technology for school assemblies, presentations, and performances.
6. **Technical Support:** Provide 1st, 2nd, and 3rd line support to all users. This includes providing support for classroom technology and helping staff and students troubleshoot issues.
7. **Safeguarding and Web Monitoring:** Manage the schools' web filtering and monitoring systems to ensure a safe and secure digital environment for students. This includes monitoring student online activity and implementing safeguards to protect students online.
8. **Mentoring & Support:** Assist the IT Hub Business partner in providing day to day support to the IT Technicians and Senior IT Technicians in the team, helping them to prioritise workload and technical support to the academies including any training that they may require.

Culture

- Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT's policies and procedures, reporting all concerns to an appropriate person.
- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity and Inclusivity

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

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Hub ICT Systems Administrator Person Specification

Whether you're a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.

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OUR VALUES

Thinking Big	<ul style="list-style-type: none"> • Show energy, enthusiasm and passion for what you do. • Demand the highest quality in all that you do, and in the work of your team. • Willing to champion new ideas and think beyond the status quo. • Show an ability to think creatively and ‘outside of the box’ in your area of expertise, continually seeking improvements in what you do to make the organisation better. • Be open to new ideas and change where it will have a positive impact on the organisation. • Show a willingness to embrace different ideas and ways of thinking to improve E-ACT • Ability to ‘look outside’ – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work. • Commitment to self-development, and developing your wider Team. • Ability to self-reflect on yourself, your performance, and to think about how this could be improved further. • Ability to encourage ideas from others in order to improve the organisation and build your team’s confidence
Doing the Right Thing	<ul style="list-style-type: none"> • Have integrity and honesty in all that you do. • Make decisions that are based on doing the right thing, even when this means that they’re unpopular or will lead to more work. • Take responsibility and ownership for your area of work. • Have difficult conversations or deliver difficult messages if that’s what’s required to do the right thing by our pupils. • Be transparent and open. • Be resilient and trustworthy. • Stand firm and stay true to our mission.
Showing Team Spirit	<ul style="list-style-type: none"> • Understand how you can have a greater impact as a team than you can as an individual. • Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission. • Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level. • Recognise and celebrate the success and achievements, no matter how small, of your colleagues • Be generous with sharing your knowledge to help to develop others. • Understand and be willing to receive suggestions and input on your area of work from others. • Support your colleagues, even when this means staying a little later, or re-prioritising some of your work. • Be aware of other peoples’ needs and show an ability to offer genuine support. • Show an awareness and respect for peoples’ differences, and recognise how different characteristics and personal strengths build dynamic and great teams

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KNOWLEDGE, EXPERIENCE & SKILLS

Requirement	Assessed at
E – Essential	A – Application Stage
D – Desirable	I – Interview Stage
	P – During the probationary period

		E	D	A	I	P
Organisational Fit	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
Knowledge	Recognised ICT qualification	X		X	X	
	Relevant degree		X	X	X	
	A high-level knowledge of software and hardware e.g., Microsoft office, networking software, modems, internet, etc	X		X	X	X
	Knowledge of Microsoft server and Cloud operating systems and infrastructure (VMware & Hyper-V)	X		X	X	X
	Knowledge of MS applications including Exchange, Active Directory, IIS, ISA, Proxy Server, Office 365, Azure etc	X		X	X	X
	Knowledge of Networking infrastructure including switching & VLANs (Cisco & Aruba).	X		X	X	X
	Knowledge and understanding of ITIL processes and procedures	X		X	X	X
	Awareness of current IT issues and trends	X		X	X	X
	Knowledge and understanding of GDPR and other related legislation	X		X	X	X
	Knowledge of ICT Help Desk systems, call logging and resolution	X		X	X	X
	Knowledge of fault identification and resolution	X		X	X	X
	Knowledge of back up and anti-virus technologies	X		X	X	X

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Experience	At least 5 years' experience of working in an IT environment	X		X	X	X
	Experience in managing IT systems	X		X	X	X
	Experience of managing projects	X		X	X	X
	Experience of working in an education environment		X	X	X	X
	Experience of delivering an excellent customer service experience to stakeholders.	X		X	X	X
Skills	Ability to understand a range of organisational and technical procedures and the ability to disseminate to other staff		X	X	X	X
	Ability to analyse, monitor, evaluate and make recommendations on technical information and issues	X		X	X	X
	Problem solving aptitude	X		X	X	X
	Ability to work flexibly across multiple sites, managing multiple priorities and workloads.	X		X	X	X
	Ability to work effectively within a team and foster a supportive working environment	X		X	X	X
	Ability to organise and prioritise own workload and work to deadlines especially during periods of pressure	X		X	X	X
	Ability to build and maintain effective working relationships with colleagues and pupils	X		X	X	X
	Ability to develop and extend working practices	X		X	X	X
	Ability to deal with a wide range of stakeholders using multiple forms of communication	X		X	X	X

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