



Deputy Systems Manager Job Description

Dare to be

Responsible to: Systems Manager

Hours of Employment: 37 hrs per week (usually 8.00-16.00, 20-minute paid break, and 30-minute unpaid lunch break)

Pay: £31443

Key Aspects Role:

- Support the Systems Manager in the effective management, maintenance, and development of the school's IT systems and infrastructure;
- Ensure system reliability, security, and performance;
- Contributing to strategic planning and project delivery to supporting education by ensuring technology systems are robust, secure, and responsive to the needs of staff and students;
- Coordinate IT messaging and training for staff, students and families.

Specific Responsibilities:

- Provide comprehensive day-to-day management of IT systems, including servers, structured cabling, WiFi, databases, and cloud services;
- Monitor system performance and troubleshoot issues to ensure optimal uptime and reliability;
- Support the implementation of new technologies and system upgrades;
- Manage user access, permissions, and security protocols;
- Maintain documentation of systems architecture, configurations, and procedures;
- Provide reactive first-line technical support and guidance to end-users, including teaching staff, administrative staff and students, to ensure effective teaching, learning and administrative support, to minimise disruption to lessons, including, but not exhaustively:
 - Trouble shooting on hardware and software issues;
 - Classroom Management Solutions;
 - Office365 applications;
 - Relevant software packages;
 - Desktop support;
 - Peripherals support;
 - VOIP phone support;
 - Install software as required and to expected standards.
- Support in the delivery and planning of one-to-one and group training opportunities for staff in relation to software and hardware;
- Assist in ensuring that software licences are obtained and that accurate records are kept and renewed when required;
- Ensure that the computer suites and workstations are maintained and well organised, taking into account health and safety requirements, designing and implementing a regular programme of servicing, cleaning and updating;
- Maintain a stock of spares and consumables, and to arrange or carry out all necessary maintenance, repairs or installation;
- Participate in school initiatives where every person is expected to contribute to learners' progress;
- To participate in the school's professional development programme as agreed;

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- To play a full part in the life of the school community, supporting its distinctive mission and ethos, and encouraging and ensuring staff, pupils and students adhere to school expectations;
- Ensure the correct disposal of damaged and un-repairable equipment (WEEE) and that the school meets its recycling duties in line with current procedures and legislation;
- Collaborate with academic and administrative departments to understand system needs and deliver appropriate solutions;
- Ensure compliance with data protection regulations and internal IT policies, especially in relation to student data;
- Participate in disaster recovery planning and testing;
- Conduct audits and prepare reports for the Senior Leadership Team as requested;
- Deputise for the Systems Manager during absences;
- Collaborate on strategic IT planning;
- Collaborate and contribute to the wider PR team (e.g. website and social media updates);
- Contribute to the wider premises team to support with technical aspects of upgrades and refurb.

Wider School Responsibilities of all Support Staff:

- Provide supervisory duty acting as an adult presence, as part of a wider team of support staff, patrolling outdoor play spaces during a part of the school lunchtime;
- Step in to provide emergency staff cover/invigilation when needed;
- Be willing to fully engage with the wider life of school experiences which provide the best possible educational provision for TBGS students;
- Move hours to support at occasional out-of-hours events (e.g. assisting with logistics)
- Any other appropriate tasks, as required by senior staff for the effective day-to-day operations of the school.

Person Specification

	Essential	Desirable
Qualifications	Evidenced by: appropriate original certificates	
GCSE Maths and English (or equivalent)	✓	
Relevant professional certificates (e.g. Microsoft, Cisco, CompTIA)		✓
ITIL certification or similar framework knowledge		✓
Experience	Evidenced by: application form, Interviews, references	
Proven experience in systems administration or IT infrastructure support	✓	
Strong knowledge of Windows server environments	✓	
Experience with networking (LAN/WAN, firewalls, VPNs)	✓	
Familiarity with cloud platforms (e.g., Azure, AWS, Office365)	✓	
Understanding of cybersecurity principles and best practices	✓	
Basic skills, characteristics and competences	Evidenced by: application form, Interviews, references	
Awareness of and commitment to the safeguarding and welfare of children	✓	
Ability and willingness to communicate on a day-to-day basis with staff, students and parents	✓	
Ability to understand and a willingness to work within the wider life of a school setting	✓	
Experience with virtualisation technologies (Hyper-V)		✓
Knowledge of database management (SQL, Oracle)		✓
Scripting or automation experience (e.g., PowerShell, Bash)		✓
Project management experience	✓	
Experience/ability to deliver/create resources for training	✓	
Personal qualities	Evidenced by: application form, Interviews, references	
Empathetic and approachable	✓	
Excellent organisation, communication and administrative skills	✓	
Patience and willingness to help others	✓	
Flexibility, initiative and resilience	✓	
Pragmatic and a problem solver, proactive and able to work independently	✓	
Ability to seek and act on advice	✓	
High expectations of self and others	✓	
Excellent problem-solving and analytical skills	✓	
Able to manage some lifting of equipment	✓	
Honesty and integrity, discretion and confidentiality	✓	