

JOB DESCRIPTION – IT SYSTEMS ADMINISTRATOR

Responsible to: IT Manager

Key Relationships: Assistant IT Manager, Director of Finance & Resources

Teaching & Associate Colleagues and Students

Scale Point 17 - 21

Hours As per contract / 52 weeks per annum

Job Purpose

* To support the IT team in providing an effective ICT provision and service within the school.
* To provide 1st line and 2nd line IT support and technical advice and to triage queries to ensure a timely response and action.
* To assist with the development, support, maintenance, administration and security of all ICT systems within the school.
* To assist with the installation, configuration, testing and administration of hardware and software.
* To communicate with 3rd level support when/where required to assist in resolution of problems

**Job Specification**

**Specific Responsibilities**

* To act as the first line of contact and support for students and staff with regard to technical issues, concerns, advice and assistance.
* To triage IT requests and issues and maintain a system (Microsoft Teams) to ensure timely action for ICT assistance and planned tasks.
* To support the Assistant Manager with day to day technical issues on PC, Display, Audio devices, Software and Printers within the school.
* To develop and maintain the school’s Windows Deployment System (MDT).
* To support the setup and installation of Operating Systems for staff and student PCs and associated administration.
* To install and update PC education software on existing workstations and across the school as required.
* To develop code and web applications which will automate and streamline IT Processes.
* To provide 1st and 2nd level support of our servers.
* To carry out configuration of our CCTV hardware.
* To support and carry out configuration of our WiFi networking and management.
* To carry out configuration of Network Switches.
* To run and monitor the Backup process.
* To oversee the management of Google Classroom, GCDS, Salamander, InTune (including application development and scripting where required).
* The operation and monitoring of Azure/Entra security (ie 2 factor authentication, whitelisting).
* To support the effective operation and management of email security, email quarantine monitoring and SPAM filtering.
* To maintain end user desktop experience (including updating shortcuts, SAML authentication, group policies).
* To support the monitoring and configuration of RDP (Remote Desktop) service for remote working of staff.
* To support the Assistant Network Manager in the management and monitoring of the School Classroom Management Software (*Impero*).
* To maintain and update the School Display screens.
* To assist with 1st line support and installation of SIMs. To liaise with line manager/SIMs service provider as required.
* To assist with administration of user groups and user accounts.
* To manage the booking facility of the school’s Tablet Devices and Charging Trollies, and to monitor and follow up any damage or breakages.
* To manage and maintain new technology devices
* To assist in the operation and monitoring of the school’s CCTV System, reporting any issues and following up any required action.
* As required, to support schools within the Partnership, including attendance on site (currently two local schools).
* To manage and maintain an inventory of all IT hardware in the school and ensure it is updated, with our in house developed inventory software
* To support with IT requirements and processes for incoming and outgoing staff.
* To carry out training for staff needing support with using ICT hardware and software, and as required.
* To adhere to health and safety recommendations, and to provide guidance to colleagues on requirements and workstation layouts and/or assessments.
* To carry out routine regular housekeeping and maintenance including wall and ceiling mounted hardware.
* To establish good relationships with all students, colleagues and other professionals, ensuring confidentiality at all times.
* To support and assist IT Manager with any other related duties including ad hoc projects.

## General

* The post holder is required to support and encourage the school’s ethos and its objectives, policies and procedures as agreed by the governing body.
* To uphold the school's policy in respect of safeguarding and child protection matters.
* All staff members participate in the school’s performance management scheme
* This job description is not necessarily a comprehensive definition of the post. It will be reviewed once a year and it may be subject to modification at any time after consultation with the postholder.
* The postholder may be required to perform any other reasonable tasks after consultation.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postholder Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# PERSON SPECIFICATION - IT SYSTEMS ADMINISTRATOR

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| **Qualifications and Experience** | **Essential**   * Studied to a minimum standard of GCSE (grade A\*–C) or equivalent, in English and maths. * Further or higher education qualifications relevant to the field. * 1-2 years’ experience of working within an ICT environment.   **Desirable**   * Experience in troubleshooting and maintaining hardware and software. * Experience of working in a school or similar establishment. |
| **Knowledge and Skills** | **Essential**   * Ability to work constructively and flexibly as part of a team, understanding school roles and responsibilities including own. * Ability to absorb and understand a range of information. * Good analytical and problem solving skills. * Good standard of numeracy and literacy skills. * Attention to detail and able to keep inventories and records * Verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and other professionals. * Good working knowledge of ICT software, hardware and other resources including Microsoft operating systems, (Windows Server and Windows Client Operating Systems), Microsoft software Imaging Tools. * Can proficiently use Microsoft office applications including word-processing, spread sheet, database and internet systems. * Understanding of networks, LAN, WAN and Internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.   **Desirable**   * Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation eg concerning licences and data protection. * Experience of working with SIMS. |
| **Personal Qualities** | **Essential**   * Ability to build and form good relationships with colleagues, external companies and students. * Positive ‘can do’ and proactive attitude * Enthusiastic and desire to learn and develop skills. * Ability to reach and bend, carry out some lifting and work at ladder height. * Initiative and ability to prioritise one’s own work even when under pressure. * Able to follow direction and work in collaboration with line manager and working groups. * Able to work flexibly to meet deadlines and respond to unplanned situations. * Efficient and meticulous in organisation. * Desire to enhance and develop skills and knowledge through CPD. * Commitment to the highest standards of safeguarding and child protection. * Commitment to the school’s ethos, aims and its whole community * Recognition of the importance of personal responsibility for health & safety. |