

JOB TITLE: Systems & Network Administrator

ACCOUNTABLE TO: IT Services Manager

JOB PURPOSE: To maintain and develop a high performing IT infrastructure ensuring services are designed to meet functionality, security, performance, scalability, availability and continuity requirements.

KEY RESPONSIBILITIES

- Responsible for taking a proactive, project managed and service-oriented approach to the strategic and operational management of the college's IT services and systems.
- Leading the development and maintenance of rigorous procedures, processes and documentation to optimize the availability, continuity and support of the college's IT services and systems.
- Control the effective handover of completed projects to colleagues in IT Services ahead of service launches or changes to ensure continuing effective support, including familiarisations, training, documentation and the ongoing updating of these.
- Diagnose and resolve incidents and problems, including those escalated from the IT Technicians and transfer knowledge to them where appropriate.
- Responsible for ensuring there are backup of data and documented recovery plans in place for college's IT services and systems and that these are regularly tested.
- Responsible for creating a development area, so that service and system upgrades can be planned and tested, before being implemented in production environment.
- Analyse logs and other sources of data, including that which may indicate problems such as attempted security compromises or performance bottlenecks.
- Achieve continuous improvement of the college's IT systems through active identification of areas for development with possible solutions, including the development of the IT Technicians.

GENERAL RESPONSIBILITIES

- To ensure the adherence to the College's policies and procedures with regard to the safeguarding of, and promotion of, the welfare of students
- To ensure the application of the College's Single Equality Scheme including valuing diversity and promoting equality
- To implement the College's Health & Safety policy and procedures within the post holders own area of responsibility
- To support, promote and operate in line with the College mission and values
- Commitment to the continuous improvement of services offered by the College
- Any other reasonable duties commensurate with the role as required

NOTES

- The above job description outlines the key responsibilities. It is not exhaustive and the tasks associated with the key responsibilities can be expected to change over time
- The post holder will be expected to undertake such other duties, within the general scope of the post, as may be required from time to time by the Principal (subject to the terms of the postholder's contract of employment)
- The nature of the work involved in this role will on occasions require some flexibility over hours of work to facilitate meetings and other interactions with parents/carers.

Attribute	Criteria	Method of Assessment
Education & Qualifications		
A level or equivalent	Essential	App Form/ Cert
Further or higher qualifications in a related area	Desirable	App Form/ Cert
Relevant IT professional qualifications	Desirable	App Form/ Cert
Experience, Knowledge & Abilities		
Experience working in an IT organisation with a systems administration background	Essential	App Form
Good conceptual knowledge of the major components constituting a modern IT architecture and their interactions with other components	Essential	App Form
Good experience of the structured approach required to run highly available IT services	Essential	App Form
Proven expertise in the administration of systems in a medium to large environment with significant experience of the following: <ul style="list-style-type: none"> • Microsoft Office 365 • Microsoft Windows 365 • Microsoft Active Directory • Microsoft Windows Server • Microsoft Hyper-V • Microsoft SCCM • Microsoft Teams • Microsoft Windows 10 • Local Area Networks • Wireless Area Networks 	Essential	App Form
The following systems are either currently being used or are beginning to be used more widely and knowledge/experience of these will therefore be advantageous: <ul style="list-style-type: none"> • Microsoft Endpoint Manager (Intune) • Experience of Firewalls (Fortigates) • Experience of ITIL 	Desirable	App Form
Experience of supporting IT services within an education environment	Desirable	App Form
A good knowledge of networking technologies to be able to administer and develop the College's Local Area and Wireless Networks	Essential	App Form/ Int
Developed analytical skills and problem solving ability	Essential	App Form/ Int
Excellent communication skills both verbally and in writing	Essential	App Form/ Int
Effective planning and organisational skills	Essential	App Form/ Int
Customer focused	Essential	App Form

Ability to work effectively in a team as well as on own initiative	Essential	Int
Ability to work with colleagues and students in a friendly and professional manner	Essential	Int
An ability and willingness to document IT systems and provide peer-to-peer knowledge sharing of current setups	Desirable	App Form/ Int
Interpersonal Skills & Qualities		
Flexibility and resilience	Essential	Int
Open and approachable manner	Essential	Int
Calmness under pressure	Essential	Int