

Job title:	Technical Services Administrator	Salary:	£25,000 - £30,000, dependent on experience	Contract term:	Full time, 40 hours per week All year round Permanent contract
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Responsible to:	IT Director	Responsible for:	N/A
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Mossbourne Federation

The Mossbourne Federation's calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning within the Academy. The Mossbourne Federation has helped change students' lives. The Federation's flagship school, Mossbourne Community Academy, is founded on high expectations and a belief that all students, regardless of background, can have a first-rate education.

The Mossbourne Federation comprises four academies, all within close proximity of each other:

- Mossbourne Community Academy (secondary school);
- Mossbourne Victoria Park Academy (secondary school);
- Mossbourne Parkside Academy (primary school); and
- Mossbourne Riverside Academy (primary school).

Across the four academies operates a Central Services Directorate which supports all the academies delivering services such as estates, facilities, security, ICT, and telecommunications management, together with corporate communications, human resource and finance functions.

The Technical Services Administrator Role

The Mossbourne ICT Team, within the Federation's Central Services Directorate, is a key team supporting the four academies in Hackney. The ICT team is responsible for ensuring the smooth running of all IT systems to enable teaching and learning across the Mossbourne Federation. The network consists of several Dell servers running through a VMware virtual environment. Each academy has their own local services with core email services hosted via the MCA site. There are around 1,200 desktops across the Federation with more being added as the academies grow.

The ICT Team support more than 2,500 users, ensuring students (from early years to 6th form) are provided with first class ICT support, systems and tools to facilitate learning and raise attainment and enable staff to undertake their job roles effectively.

The Federation is seeking an experienced Technical Services Administrator, (TSA), ideally from an Educational I.T sector background, to provide higher level technical services within the IT Service. This is a key new role within the team, and the role will act as a technical escalations point, and be a technical authority across the federation.

Key Accountabilities

The post holder's key responsibilities across the Federation are, but not limited to:

Service Delivery

- Ensure high levels of technical delivery of the Services
- ITIL based process documentation to Domain and Network administration
- Drive and promote ITIL Service Desk across sites
- Act as a change authority on technical changes
- Develop Federation Service Desk solution for 1st line team and step-change towards SLA embedding

Server and Networks Remit

- Manage, test and implement GPOs, ensuring aspects of security and user-environment are configured and controlled accordingly
- Provide senior level technical support and guidance, and take technical ownership of the higher-level or escalated technical matters
- Draft and update domain technical documentation, processes and procedures for desktop and 1st line analysts to follow and adopt
- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software
- Install and maintain VoIP devices, including administration of a VoIP portal solution
- Install software across servers/desktops in accordance with the necessary change control procedures, and technology, ie SCCM and imaging
- Maintain hardware and software on the servers; set disk space and patching, create network shares and manage access rights, monitor system logs
- Completion of daily, weekly, termly and annual checks to servers, client devices and network infrastructure, recording potential issues or risks on Federation IT Projects Plan and Service Desk
- Manage the technical aspects of a Federation Learning platform and website areas
- Manage Antivirus, software updates/patches to ensure that the network is up-to-date and secure
- Maintain, update and diagnose technical aspects of wireless network, digital signage, cashless catering, door access control, CCTV.

Person Specification

Essential [E] or Desirable [D]	Requirements	Assessment Criteria		
		Interview	Application form	Task
Experience				
E	Windows Server Environments	✓	✓	✓
E	Large Production Windows AD Domains	✓	✓	✓
E	Multi-site SCCM administration	✓	✓	
E	Domain management tools, ie: GPO, FSRM	✓	✓	
E	Virtualised Network administration in VMWare environments	✓	✓	

E	• SAN administration	✓	✓	
E	• Technical Projects Lead	✓	✓	
Qualification				
E	• ITIL v3		✓	
E	• MCSE, MCSA or Equivalent		✓	
E	• VCP		✓	
IT knowledge				
E	• Technical competency to 2 nd / 3 rd Server levels		✓	✓
E	• Enterprise level technical exposure		✓	✓
E	• VPLS Networks and WAN infrastructure		✓	
E	• ITIL methodologies and documentations	✓	✓	
Behavioural Competencies				
E	• Highly User focused and ITIL Service delivery based	✓		✓
E	• Very process and documentation based approach	✓	✓	
E	• Team builder and able to motivate and technically up-skill 1 st line team	✓	✓	
E	• Clear and concise communicator	✓	✓	
E	• Highly pragmatic approach to technically solutions and projects	✓	✓	
Applicable to all staff				
E	• Undertake training as required to so in order to fulfil the requirements of the role	✓	✓	✓
E	• Support Mossbourne's efforts both verbally and non-verbally (i.e. via actions and attitude), including adjusting performance and practice in accordance with Mossbourne's initiatives and findings	✓	✓	✓
E	• Recognise your role as part of the succession of Mossbourne	✓	✓	✓
E	• Play an active role in terms of safeguarding all students and adults	✓	✓	✓

Mossbourne Federation reserves the right to modify the above contents in order to ensure the needs of the Federation and the students are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual

*orientation, national origin, age, disability or status. This post is subject to an enhanced DBS disclosure.
The post holder must be committed to safeguarding the welfare of children.*