**Highams Park**

School

An independent state funded Academy

Principal - Mr P Grundy BA (Hons) PGCE

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| **Post Title:** | **SENIOR NETWORK ADMINISTRATOR** |
| **Salary / Grade:** | **PO2 Pts 29 - 32** |
| **Responsible To:** | **CHIEF OPERATIONS OFFICER** |
| **Hour:** | **36 Hours per Week** |
| **Weeks:** | **52 Weeks Per Year** |
| **Job Purpose**To manage, configure and support our network infrastructure; virtual servers, wireless systems, hardware and software installations, security and backups within the school to ensure the day to day operation of systems is as smooth as possible.  |
| **Job Description****Management of the Network*** Maintain, manage and update the school's IT system.
* Providing technical support to all users
* Implement changes as directed by Chief Operations Officer
* Work with Chief Operations Officer to identify areas of improvement
* Ensure network security, student safeguarding and data protection (GDPR); implementing and monitoring processes and policies, relating to safeguarding students and staff, maintaining confidentiality at all times.
* Manage the reliability, performance and availability of the IT infrastructure.
* Ensure all data is backed up regularly according to the relevant policy.
* Ensure the school is compliant with IT licencing requirements.
* Review and maintain systems for the monitoring and evaluation of school network including maintenance of the network infrastructure
* To prepare for the advent of new technologies (operating systems, server technologies and system upgrades)
* Responsibility for all telephony (including mobile devices) - system changes / device provisioning / troubleshooting / escalation to 3rd party

**ICT Support*** Manage a team of IT Technicians to provide a comprehensive and efficient IT support service for all hardware, cabling, AV, printers, telephones, CCTV, access control and all software/ applications, including troubleshooting, second and third line fault resolution, liaising with suppliers and providers as required, maximising network/ system uptime
* Line manage any current and future IT Apprentices and provide them with appropriate training.
* Maintain user and email accounts for all staff and student users, adding, removing and editing as appropriate, ensuring new starters and leavers have fully functioning accounts and access to IT resources, software and folders as required but within permitted restriction parameters.
* Work with third party suppliers in the resolution of IT faults.
* Be responsible for a regular maintenance programme and ensure the resolution of failures in hardware and software.
* To take responsibility for dealing with complex IT issues
* To assist in co-ordinating and providing IT training (inducting new staff, enhancing the skills of associate and teaching staff)
* Manage an efficient and effective service desk operation to ensure IT hardware, software and infrastructure is fully functional
* The duties above are neither exclusive nor exhaustive and the post holder may be required by the Principal to carry out appropriate duties within the context of the job, skills and grade

**Person Specification****Essential*** Degree level or equivalent suitable industry standard vendor qualifications eg CCNA/MSCE certification
* Extensive experience of Windows Server, Active Directory, group Policies, TCP/IP, DHCP, DNS
* Extensive experience of implementing mixed platform server solutions: file-, print-, web- and mail-server solutions across Microsoft and Linux Platforms.
* Excellent understanding of: Server hardware technology, SANs, LANs, WANs
* Extensive knowledge of all Microsoft office applications and operating systems.
* Command line admin- batch Script, PowerShell
* High standard of administrative and organisational skills.
* Excellent communication skills

**Desirable*** Able to communicate effectively with adults and children and the ability to explain technical information in a clear and simple way.
* Experience of working in an educational environment.
* Ability to look at issues from a whole school perspective and contribute to the plan for the development of the IT infrastructure to meet the changing needs of the school.
* Experience in running a help desk in line with industry standard practices such as FITS/ITIL
* Maintain up-to-date knowledge of technology developments and relevant legislation.
* Flexible, self-motivated, able to work as part of a team and on own initiative, logical
* Excellent troubleshooting skills

**Desirable Technical Skills / Product Knowledge*** Microsoft Hyper-V 2012 R2
* Virtual Machines (Windows Server OS)
* Physical hosts (Windows/Linux OS)
* iSCSI SAN
* VEEAM Backup
* Microsoft Systems Center Configuration Manager
* Impero / Papercut / Finance Systems / Smoothwall
* MIS integration (firefly / mintclass / safeguard etc)
* Telephone system (Unify OpenScape Business)
* Office365
* Cashless catering – CRB Cunninghams
* CCTV
* Ruckus Wireless
* HP/Aruba Switches
* Mobile devices / Meraki MDM
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