Job Description: Assistant IT Manager

Position Summary

The Assistant IT Manager is responsible for the day-to-day operational health of the school's digital infrastructure. This role balances high-level systems administration (Active Directory, Hyper-V, Cisco networking) with hands-on support for faculty, staff, and students. You will ensure that the technology powering the classroom is seamless, secure, and scalable, including the oversight and integration of our student Chromebook BYOD (Bring Your Own Device) program.

Core Technical Responsibilities

1. Infrastructure & Server Management

- **Virtualisation:** Administer and maintain the Hyper-V environment, including virtual machine provisioning, snapshots, and resource allocation.
- **Directory Services:** Manage Active Directory (AD), including Group Policy Objects (GPOs), user permissions, and security groups.
- **Core Services:** Configure and troubleshoot DNS and DHCP to ensure network stability and internal name resolution.

2. Cloud Ecosystems & Identity Management

- **Microsoft 365 Administration:** Act as a primary admin for the M365 tenant
- **Google Workspace:** Administration of a Google Workspace environment, utilising the Google Admin Console to push Chromebook device policies, ensuring Drive, Gmail security compliances and user provisioning.
- **Identity Management:** Oversee sync health between on-prem AD and cloud environments (Azure AD Connect).
- **Website Administration:** Provide basic administrative support and routine content updates for the school's website.

3. Networking & Connectivity

- **Cisco Infrastructure:** Manage and configure Cisco switches and routers; maintain VLAN segmentation to isolate guest, staff, and student traffic.
- **Wireless Networking & Onboarding:** Optimise and troubleshoot campus-wide Wi-Fi to ensure high-density coverage in classrooms and offices. Manage

automated onboarding pipelines (e.g., 802.1X authentication) for secure BYOD access.
- **Security & Compliance:** Administer cloud-based web filtering solutions alongside firewall rules.

4. Day-to-Day Operations & Support

- **Help Desk & Ticket Monitoring:** Act as the primary point of escalation for the IT Help Desk, monitoring incoming support tickets to ensure accurate logging, prioritisation, and timely resolution.
- **Asset & Inventory Tracking:** Maintain an up to date hardware and software asset inventory register (e.g., Chromebooks, staff laptops, network switches, peripherals, and software licenses).

5. School Systems

- **MIS (iSams):** Perform record updates and configuration changes on the school management information system (MIS).
- **Library Management Systems:** Perform record updates and configuration changes on the school library system (Oliver v5).

Required Skills & Qualifications

- **Experience:** 3–5 years in a systems/network administration role. Experience in the education sector or managing a BYOD environment is highly preferred.

- **Technical Proficiency:**
  - Expertise in Windows Server environments and Hyper-V virtualisation.
  - Strong command of Cisco IOS or similar CLI-based networking.
  - Knowledge of the ChromeOS ecosystem and managing user-level vs. device-level settings in a mixed environment.

- **Soft Skills:**
  - Ability to translate complex technical jargon into plain English for non-technical faculty and parents.
  - Strong customer service mindset, balancing network security with user accessibility.

Expectations

- Occasional after-hours work is required for system maintenance to avoid disrupting the school day.

Person Specification: Assistant IT Manager

This Person Specification outlines the essential and desirable criteria required for the role of Assistant IT Manager. Candidates will be assessed against these criteria during the selection process. The technical requirements below are listed in strict priority order, matching the structural operational focus of the IT Department.

Core Responsibility Area (Priority Order)	Required Experience & Skills	Accompanying Formal Qualifications & Certifications
1. Infrastructure & Server Management	• Proven hands-on experience provisioning, maintaining, and troubleshooting virtual environments utilising Hyper-V. • Deep operational familiarity with Active Directory (AD) administration, managing Group Policy Objects (GPOs), organisational units, security groups, and user permissions. • Robust technical capability to configure and troubleshoot core infrastructure services, including DNS and DHCP.	**Highly Desirable:** • Microsoft Certified: Windows Server Hybrid Administrator Associate • Legacy Microsoft Certifications (MCSE / MCSA: Windows Server)
2. Cloud Ecosystems & Identity Management	• Extensive knowledge of administering Microsoft 365 tenants. • Experience navigating the Google Admin Console to manage a Google Workspace infrastructure, push device policies, configure Chromebook parameters, and enforce security policies. • Strong proficiency with identity synchronisation management via Azure AD Connect / Microsoft Entra Connect. • Familiarity with foundational website administration and routine maintenance using modern Web Content Management Systems (CMS).	**Highly Desirable:** • Microsoft 365 Certified: Administrator Expert / Enterprise Administrator • Google Certified Professional Workspace Administrator
3. Networking &	• Experience executing core configuration commands and	**Highly**

Core Responsibility Area (Priority Order)	Required Experience & Skills	Accompanying Formal Qualifications & Certifications
Connectivity	diagnostics on Cisco switches and routers using Cisco IOS or equivalent command line interfaces. • Solid grasp of advanced networking concepts, focusing heavily on VLAN segmentation to isolate traffic profiles (e.g., Guest, Staff, Student, VoIP). • Demonstrated success managing dense enterprise Wireless Networks, managing secure automated onboarding pipelines. • Skill in maintaining edge security rules via firewalls and web content filtering platforms.	**Desirable:** • Cisco Certified Network Associate (CCNA) • CompTIA Network+
4. Day-to-Day Operations & Support	• Prior tenure serving as a senior tier/escalation anchor within an IT Help Desk environment; tracking and prioritising incoming requests. • Rigorous operational discipline regarding asset tracking, maintaining live hardware and software inventories across school networks.	**Desirable:** • ITIL Foundation Certification (v3 or v4)
5. School Specific Systems	• Capacity to quickly adapt to specialised educational software platforms. Direct exposure to Management Information Systems (iSams, SIMS, Engage, etc.) and Library Management Systems (Oliver v5 or equivalency) is highly valued.	**Desirable:** • Hands on experience with iSams/Oliver or equivalency

Personal Attributes & Interpersonal Traits

Working within a preparatory school demands a distinct personality profile that balances systemic technical systems protocols with an accommodating, highly visible presence across campus. The successful candidate must embody the following traits:

- **Friendly Face:** Must project an inviting, helpful demeanour. Staff members and students should feel completely comfortable approaching this individual with any issue.

- **Patience under Pressure:** Whether dealing with a teacher whose presentation setup fails minutes before an event or a total network outage occurs during the school day, the candidate must be able to remain calm, concentrated and communicative while faced with highly time sensitive issues.

- **Lighthearted Professionalism:** A healthy, robust sense of humour is vital for guidance through technical mishaps, fostering goodwill among staff, and maintaining overall team morale within a fast paced environment.

- **Technical Simplification:** The candidate must possess the ability to simplify technical jargon and concepts when interacting with non-technical stakeholders (teachers, administrative staff, and parents). They should explain what went wrong and how it will be resolved using clear, everyday language that respects the user's intelligence.

- **Strong Work Ethic & Problem Solving:** Demonstrates a rigorous, self-motivated work ethic rooted in accountability and high standards. Possesses logical problem solving skills to instinctively dig into technical faults or unexpected anomalies, remaining committed until a permanent and optimal solution is implemented.

- **Adaptation and self resourcefulness:** Educational technology evolves at a rapid pace. The ideal candidate does not require a formal course for every new issue; they possess the proactive resourcefulness, intellectual curiosity, and foundational competence to safely test, research, and master new technologies as and when the need arises.