



Heathside School

Job Description & Person Specification

Job Title	IT Systems Administrator	Grade	SP7
Department	ICT Support	Hours	36 Mon-Fri 8am -4pm <i>Flexibility to work additional hours and provide on-call support out of hours</i>
Reports To	ICT Manager	Weeks	52

JOB PURPOSE

Supporting the ICT Manager in maintaining the schools' ICT systems, infrastructure and equipment, providing all lines of support, training and guidance to all users to ensure the highest quality teaching and learning. Duties include planning, assisting with and running IT projects and where appropriate supervising trainee staff or work experience placements. To provide cover in the absence of the ICT Manager.

MAIN DUTIES AND RESPONSIBILITIES

ICT /AV Support

- Ensure that the school's network runs efficiently, monitoring ICT service desk, responding to user queries and support requests which may include cabling, hardware, AV and software problems, investigating faults and liaising with the support providers as necessary
- Ensure all ICT/AV equipment is secure, asset tracked and maintained including PCs, data projectors, electronic white boards, communications equipment, digital cameras etc. and are suitable to meet the needs of users and best value, providing training and support as required.
- Check, set up and install new equipment, both as part of ongoing replacement programme and as part of development projects providing support and training as required
- Support the ICT Manager to install and set configuration options on equipment such as switches and routers
- Undertake the planned maintenance of all computer hardware and AV equipment on a regular basis to ensure a high standard and that equipment is maintained in full working order replacing components as necessary to all IT equipment including checking of leads, cleaning screens, mice, keyboards etc.
- Provide technical support on mobile devices for both staff and 6th form students
- Participate in discussions with users to understand their ICT requirements and recommend solutions to meet their needs in terms of hardware and software, providing classroom support to teachers
- Ensure security of data and network by maintaining and resolving all backup solutions
- Support the Network Manager to commission new servers when needed and to install and configure new application server with new software
- Maintain an awareness of health and safety procedures in an ICT environment ensuring safety of all students, staff and visitors.

Software

- Install new and existing network and standalone software, configure software and provide simple software guides, liaising with staff to ensure a smooth implementation
- Assist the ICT Manager in the management of the schools MIS systems.
- Manage, co-ordinate and operate and software tailored to meet the needs of the school, ensuring maintenance and updates and implementing a structured approach to rolling out new hardware or software
- Identify and resolve application compatibility issues
- Oversee the formatting and use of disks and other writeable media and within the terms of the licence arrangements, copy software and user files as required
- Contributing towards the safeguarding of all students by ensuring adequate password control and utilising monitoring software to report any concerns to SLT.
- Troubleshoot software problems, including compatibility across different versions

Internet/VLE

- Assist with the development and maintenance of the school website and VLE, providing guidance and support to staff in contributing content and materials for the website
- Support staff and pupils in the use of the internet
- Monitor and control network security, privacy and student well-being using monitoring software/tools reporting issues to Line Manager/SLT as necessary, ensuring evidence is appropriately and securely recorded and stored
- Install, configure and maintain anti-virus software including patch management across the network.
- Update filtering system with unsuitable websites found by students

Administration

- Under the direction of ICT manager, management of identified projects including, planning procurement, budget management and installation/implementation within required budgets and timescales
- Identify when stocks of computer consumables reach re-order levels, place orders and check deliveries, notifying Finance of any discrepancies
- Ensure, hardware and media is disposed of as necessary within financial procedures and complying with data protection requirements
- Maintain records of licensing and an awareness of licensing requirements, ensuring licensing is up to date and complies with statutory requirements
- Maintain an awareness of new ICT products and services and ensure that information disseminating information as appropriate within the wider school team
- Maintain user and email accounts for all staff and student users, adding, removing and editing as appropriate ensuring new starters and leavers have correct access to ICT resources, software and folders as required but within permitted restriction parameters.

Other

- Maintain an awareness of and take part in school performance management processes, ensuring commitment to personal development, identifying training needs and attending appropriate training as agreed with Line Manager.
- Supervise, providing guidance and support to trainee technicians & work experience students, ensuring effective induction training.
- Participate in meetings and working group discussions to disseminate good practice, information, guidance and to contribute to formulation of ICT development plans.
- Under the direction of the ICT Manager, travel and support the wider school community including linked schools.
- Carry out any other reasonable duties and/or times of work as may be reasonably required in accordance with the grade and general level of responsibility within the school.
- Follow requests from Line Manager and Senior Management in prompt and efficient manner.
- Ensure compliance with all school policies and procedures and continually promote and support the ethos and principles of the school and to avoid any action that may be detrimental to the interests of the school.

"This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment"

Employee Name		Line Manager Name	
Employee Signature		Line Manager Signature	
Date		Date	

Person Specification	Essential	Desirable	How Assessed
Experience			
Experience within an ICT Support Service environment		D	App/Int/Ref
Experience of supervising and supporting other staff		D	App/Int/Ref
Experience using Microsoft Windows Server 2008, Windows XP and Windows 7 in Active Directory Environment	E		App/Int
Experience using and supporting virtual environments based on VMware vSphere ESXi		D	App/Int
Experience using and supporting Microsoft server platforms including SQL Server 2008 and Exchange Server	E		App/Int
Experience configuring and supporting complex networking systems including managed switches, managed wireless networks, firewall and routers	E E		App/Int
Experience supporting Microsoft Office 2007/2010/2016			
Experience using and supporting Apple Client and Server products		D	App/Int
Experience using and supporting Capita software i.e. SIMS.net, FMS		D	App/Int
Experience managing and supporting backup systems		D	App/Int
Experience installing configuring, maintaining & repairing server hardware and software	E		App/Int App/Int
Experience of ICT Project Management including design, build and configuration		D D	
Experience of image, video editing and graphics software			App/Int
Qualifications and Training			
Have a sound educational background with good literacy and numeracy skills	E		App
IT Qualification or certification i.e. Cisco, Microsoft		D	App
Personal attributes			
Good interpersonal skills, to assist guide and train a diverse range of users	E		App/Int/Ref
A clear communicator with a diverse client group – Adults and young people	E		App/Int/Ref
Flexible, efficient and highly organised,	E		App/Int/Ref
Ability to work accurately and methodically	E		App/Int/Ref
Sensitivity and awareness of confidentiality requirements	E		App/Int/Ref
Committed to safeguarding the welfare of young people	E		App/Int/Ref
Self-motivated and committed to personal development and working proactively as part of wider school team, possessing enthusiasm for technological developments	E		App/Int/Ref
Excellent client care skills	E		App/Int/Ref
Committed to equality of opportunity	E		App/Int/Ref
Ability to work effectively within a team and collaborate towards achieving objectives	E E		App/Int/Ref App/Int/Ref

App = Application

Int = Interview/Test

Ref = Reference