**INFRASTRUCTURE ADMINISTRATOR - JOB DESCRIPTION**

Job title: **Infrastructure Administrator (Microsoft)** (Permanent, Full-time)

Starting Date: September 2021

**The Role**

Reporting to: Head of IT & Compliance

Location: Emanuel School, Wandsworth

Hours: 08.00 to 17.00 (including meal breaks) Monday to Friday in school term time and 09.30 to 16.30 during school vacation periods. The occasional weekend and

evening may also be required.

*This role may allow some flexible working during school vacation periods.*

Salary: Competitive salary dependent on the skills and experience of the successful

candidate

Benefits: Contributory pension scheme, with up to 10% employer contributions and life

insurance cover. Free lunch on site during term time

Closing date: **Wednesday 4 August 9am** (early application is advisable: applications will be

assessed in the order they are received, and interviews may take place before the closing date)

Interview: Will be arranged from Thursday 5th August, or sooner for early applicants (see

above).

*To apply, please submit your CV together with a covering letter and include current employment details stating current salary and your notice period. Please email this to* [*recruitment@emanuel.org.uk*](mailto:recruitment@emanuel.org.uk)*”*

**The role**

The successful candidate will be joining Emanuel School at an exciting time in the development of its digital teaching platforms. The Infrastructure Administrator will be driving forward the use of Microsoft services with a whole school solution of Microsoft Teams and OneNote Class Notebooks for teaching, as well as SharePoint for document management. The role will also lead on moving towards more use of Azure services.

The infrastructure administrator will work with other members of the IT team to ensure that the school provides a safe and secure online environment for its pupils and staff, ensuring that appropriate security policies are implemented, and that e-safety and cyber-security are at the forefront of every decision.

**Main duties and responsibilities:**

* Administer and support Microsoft 365 and MS Exchange 2016/2019
* Manage Microsoft 365 services, identity, and security.
  1. Exchange Online and Active Directory (online & on-premises)
  2. Security (ATP)
  3. SharePoint, Onedrive, Teams
* Azure administration
* Mobile device management (SCCM & Intune)
* MFA – SAML licensing for third party platforms, SSO
* Disaster Recovery & Backup (VEEAM and cloud)
* IIS management
* Maintain and support systems regarding e-safety and cyber security
* Work with the Systems Administrator to maintain the school’s server infrastructure (including but not limited to Hyper V cluster, SQL, domain controller, DNS, DHCP)
* Provide first line support to the IT helpdesk during busy periods / annual leave
* Provide second- and third-line support to the IT Helpdesk
* Create training videos for staff and pupils
* Carry out in-person training for one-to-one and group sessions
* To support major IT issues or upgrades which may not be possible to perform during normal working hours
* Maintain a high level of awareness of new IT products and processes and make appropriate recommendations.
* Assist in the development of the IT Strategy for the school

*Other duties*

* Liaise with external contractors as required
* Contribute to the team to help initiate and assist with new projects
* Attend appropriate meetings and training
* To work in compliance with Emanuel School policies and applicable UK Data Protection Law to process and maintain confidential information.
* Undertake other tasks that the head of IT & compliance might expect of the IT team in agreement with individuals

This job description should be seen as enabling rather than restrictive and will be subject to regular review as the needs of the school evolve.

**INFRASTRUCTURE ADMINISTRATOR – PERSON SPECIFICATION**

|  | **Essential - without which the applicant could not be appointed** | **Desirable - used to choose between applicants who meet essential criteria** | **Method of assessment** |
| --- | --- | --- | --- |
| **Qualifications** | * Degree or equivalent professional qualification | * An ITIL qualification (or working towards achieving one) * Microsoft certification (Teams, SharePoint, Exchange) | * Production of applicant’s certificates |
| **Knowledge** | * Microsoft 365 services: Exchange Online, Azure Active Directory, SharePoint Online, Teams, EOP) SCCM, Intune, Azure, Hyper-V, ATP, Azure AD Connect, ADFS * VEEAM | * Teams administration * MS Windows server and desktop operating systems * Network technology | * Application form * Interview * Professional references |
| **Experience** | * Problem solving and excellent customer services skills * Cyber-security * Microsoft 365 Hybrid environment | * SharePoint migration project * Experience of working in a school environment * Working in a technical support role | * Application form * Interview * Professional references |
| **Skills** | * Strong problem solving / analytical skills * Strong customer service, care and support skills * Good time management and organisational skills * Clear, professional and effective verbal and written communication skills |  | * Application form * Interview * Professional references |
| **Personal competencies and qualities** | * Team player with a positive attitude * A flexible, calm & committed approach * Ability to grasp and implement new concepts and technologies quickly * Able to work on own initiative * Understand the importance of confidentiality, tact and discretion |  | * Interview * Professional references |

*Please note that as part of our safeguarding policy, applicants will be required to undertake screening relevant to the post, including checks with past employers and the Disclosure and Barring Service.*