

JOB DESCRIPTION



Job Title:	Systems & Network Administrator
Line Manager:	IT Services Manager
Job Purpose:	To maintain and develop a high performing IT infrastructure ensuring services are designed to meet functionality, security, performance, scalability, availability and continuity requirements.

KEY RESPONSIBILITIES AND DUTIES

- Responsible for taking a proactive, project managed and service-oriented approach to the strategic and operational management of the college's IT services and systems.
- Leading the development and maintenance of rigorous procedures, processes and documentation to optimize the availability, continuity and support of the college's IT services and systems.
- Control the effective handover of completed projects to colleagues in IT Services ahead of service launches or changes to ensure continuing effective support, including familiarizations, training, documentation and the ongoing updating of these.
- Diagnose and resolve incidents and problems, including those escalated from the IT Technicians and transfer knowledge to them where appropriate.
- Responsible for ensuring there are backup of data and documented recovery plans in place for college's IT services and systems and that these are regularly tested.
- Responsible for creating a development area, so that service and system upgrades can be planned and tested, before being implemented in production environment.
- Analyze logs and other sources of data, including that which may indicate problems such as attempted security compromises or performance bottlenecks.
- Achieve continuous improvement of the college's IT systems through active identification of areas for development with possible solutions, including the development of the IT Technicians.

- Deputize in the absence for the IT Services Manager.
- To support the IT Services Manager in the harmonisation of the University Road and Regent Road systems and processes

GENERAL

- To ensure the adherence to the College's policies and procedures with regard to the safeguarding of, and promotion of, the welfare of students
- To ensure the application of the College's Single Equality Scheme
- To ensure the application of the College's policy and procedures with regard to Health and Safety
- To be responsible for Health and Safety within areas of own responsibility
- To participate in the College's policy for Professional Development and Review

Notes

1. The above job description outlines key responsibilities. It is not exhaustive and the tasks outlined can be expected to change over time.
2. The post holder will be expected to undertake such other duties, within the general scope of the post, as may be required from time to time by the Principal (subject to the terms of the post holder's contract of employment)

PERSON SPECIFICATION

Post	Systems and Network Administrator	
CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	<ul style="list-style-type: none"> A level or equivalent 	<ul style="list-style-type: none"> Further or higher qualifications in a related area Relevant IT professional qualifications
RELATED EXPERIENCE	<ul style="list-style-type: none"> Experience working in an IT organisation with a systems administration background Good conceptual knowledge of the major components constituting a modern IT architecture and their interactions with other components Good experience of the structured approach required to run highly available IT services Proven expertise in the administration of systems in a medium to large environment with significant experience of the following: <ul style="list-style-type: none"> Microsoft Office 365 Microsoft Windows 365 Microsoft Active Directory Microsoft Windows Server Microsoft Hyper-V Microsoft SCCM Microsoft Teams Microsoft Windows 10 Local Area Networks Wireless Area Networks 	<p>The following systems are either currently being used or are beginning to be used more widely and knowledge/experience of these will therefore be advantageous:</p> <ul style="list-style-type: none"> Microsoft Endpoint Manager (Intune) Experience of Firewalls (Fortigates) Experience of ITIL Experience of supporting IT services within an education environment
SKILLS & ABILITIES	<ul style="list-style-type: none"> A good knowledge of networking technologies to be able to 	<ul style="list-style-type: none"> An ability and willingness to document IT systems and provide peer-to-peer knowledge sharing of current setups

	<p>administer and develop the College's Local Area and Wireless Networks</p> <ul style="list-style-type: none"> • Developed analytical skills and problem solving ability • Excellent communication skills both verbally and in writing • Effective planning and organisational skills • Customer focused • Ability to work effectively in a team as well as on own initiative • Ability to work with colleagues and students in a friendly and professional manner 	
ATTITUDE & DISPOSITION	<ul style="list-style-type: none"> • Commitment to the continuous improvement of services offered by the College • Commitment to the stated values of the College, including valuing diversity and promoting equality • Commitment to safeguarding and promoting the welfare of young people • Flexibility and resilience • Open and approachable manner • Calmness under pressure 	