

Role Profile			
Role	IT Administrator	School	Oryx International School
Line Management	IT Technician	Reporting To	Head of Operations
Internal and External Interactions	School Staff, Students and Orbital Education, Sub contractors staff and Qatar Airways IT (in line with the communication policy)	Hours	40 hours per week

Background and Role Purpose

As the Background

Educating nearly 2,000 students, Oryx International School delivers the best of British education exclusively to the children of employees of Qatar Airways and its approved subsidiaries. Owned by Qatar Airways and managed by Orbital Education, the school provides the highest standard of facilities and the best British International education in a safe, caring and welcoming environment. The school's Mission is to deliver an engaging, value-rich, broad and balanced 'British International Education Programme' to the children of the employees of Qatar Airways through highly qualified and experienced UK curriculum teachers. The vision of the school is to ensure that students leave Oryx International School equipped, confident, and ready to face the challenges that their next stage of life will bring. Students in their time studying at the school, will have developed effective behaviours that will enable them to thrive and succeed as global citizens of the 21st century, thanks to our school Values and unique approach to education. For more information, www.oryxschool.qa

Role & Purpose:

To strategically manage the development and maintenance of an efficient ICT infrastructure and provide a high standard of technical support for the ICT infrastructure operations of the school and be the first point of contact for all ICT issues for pupils and staff.

To support the Head of Operations and Academic staff on all ICT issues to ensure the schools ICT functions work efficiently and effectively to meet the needs of the school and its users.

Define and implement IT policies, procedures and best practices and be responsible for all aspects of the schools IT systems.

i) Key Accountabilities and Roles

Essential Duties and Responsibilities:

Main Responsibilities:

1. ICT Strategy and Project Management

- Implement and offer suggestions into the School's IT Strategy and IT Development plan/ goals
- Ensure all IT Systems, policies and practise complied with local laws
- Constantly evaluate the ICT provision - identify areas for efficiency improvements
- Ensure we deliver competitive ICT services compared with other regional international schools
- Develop and improve policies, procedures, standards for the use of ICT, including e-safety, health & safety, asset disposal, receiving and testing ICT equipment, data protection, social media, internet use, email, security and ICT resource management

within the School and monitor adherence to the policies and standards

2. Security and Continuity Planning

- Manage, audit and continually suggest development of school technology contingency plan. This should include backup policies and procedures to ensure school data and systems are backed up –both onsite and off-site backups
- Protecting the network and devices (both schools devices and BYOD) from security threats
- Ensure the school's IT Systems and infrastructure are well documented to ensure continuity of service in the event of a Key Person loss

3. ICT Service Support

- Prioritise and provide timely and effective technical support to resolution – in accordance with negotiated service level agreements - for school hardware, software and related services
- Act as point of contact regarding all technical issues with manufactures, suppliers, ISP and external support organisations.
- Ensure support and local management, support and training of Management Information and Learning Systems. Examples of which are, but not limited to: iSAMS, Canvas, Schools Audit, Visitor access system and Digital Signage & Information systems.

Maintain all necessary records and documentation including, but not limited to, network maps and inventories and details of licences, service contracts, warranties and equipment checks as necessary.

4. Infrastructure Support:

- Responsible for managing, controlling and optimising all technical aspects of the installation, configuration, operation, enhancement, maintenance, documentation and development of the School's ICT hardware, software and network infrastructure.
- Manage and optimise internet links to ensure all users can access resources in a timely manner
- Have an effective preventative maintenance schedule – including cleaning - of all school owned software and hardware and inform the relevant member of the Senior Leadership team of any security or safety issues

5. Asset Management and Budgets:

- Responsible for Managing the Physical IT assets in the school's asset tracking system
- Establish and manage the IT budget for delivering the School Infrastructure, device replacement and IT Development plan
- Ensure cost effective management of school consumables. For example, but not limited to: Printing Supplies

6. School Support:

- Work within school policies and procedures. For example, but not limited to: School Data protection policy
- Enable access to school IT services using personal devices – offering basic technical assistance on connectivity to services
- Ensure the School ICT hardware and software comply with local legislations
- Assist and participate in academic and Extra-Curricular activities - including taking pictures/ videos of school events and providing audio/ visual technical support.

The post holder is expected to actively contribute towards the school and involve themselves in the life of the school at all levels. This includes, although is not limited to; attendance at staff meetings; involvement in all school events whether during or after the normal school day; provide support and guidance to non-teaching and administrative staff, and support the school in the wider delivery of its objectives and goals. The post holder is also expected to carry out any other duties as reasonably requested or required by the Head of Operations to ensure the effective running of the school.

General Activities and Requirements

Person Specification:

Skills, Knowledge, and Experience

You will be an IT Administrator with wide-ranging experience and will have a good working knowledge of a variety of technologies.

You will have an excellent record of accomplishment in managing a successful IT team and whilst knowledge of the educational system is useful, a willingness to learn about this specialist field is important.

Skills	Essential	Desirable
Educational achievements, Knowledge and experience	- Suitable ICT qualifications to degree level and/or previous experience in developing and maintaining an ICT network service. - Awareness of management / information systems such as iSAMS	- Microsoft certified professional. - Cisco Certified Network Associate
Job-related knowledge, aptitude and skills	- A competent knowledge and understanding of Microsoft/ Windows based ICT Networks (preferably within a school environment) having in depth knowledge of Windows client/server operating systems (server and desktop) and architecture. - Good technical ability and the necessary skills to solve ICT hardware and software problems - Ability to lead and manage the ICT function - Strong organisational skills to prioritize work and manage time effectively particularly under pressure. - Demonstrable experience of leading and managing a high standard of IT helpdesk support. Basic knowledge of - Cisco Switching - Microsoft Office 365 - Firewall/Fortigate	

	• Hosted Telephony Solution (HCS) • Azure • Windows Servers & VMs • Aruba Wireless System • Managed Print Solution	
Personal Qualities	• Proactive, enthusiastic, ambitious and energetic • Accurate & efficient - able to communicate with a wide range of people (eg. staff, students and suppliers) • Willing and able to tackle and quickly learn a variety of tasks within the school's ICT environment • Able to work as part of a team • Able to work well under pressure • Experience of working in the GCC and an understanding of Islam and Arab culture • Good written and spoken English, with the ability to communicate clearly • Flexibility to work outside of office hours • Criminal Record Check or equivalent • Prepared to go the extra mile to enable students to do as well as possible	• Desire to contribute to improvements across school. • Understanding of the English National Curriculum
iii) Line Manager's signature		
Signature: _____		Date: _____

Job Description Acceptance Acknowledgement

I have received a copy of this job description that pertaining to my position.

Position: _____

Revision Date: _____



I have reviewed this job description, understood my duties and my role, and accept that this may change based on the school's operational needs. Any questions about additional duties should be discussed with my line manager or HR.

Employee signature: _____ Date: _____
(Sign over printed name)