



# Network / Systems Administrator (Central IT Team)

**Title:** Network / Systems Administrator

**Reports to:** Managers on Central IT Team

**Role Purpose:** This post exists to ensure the smooth running and on-going development of IT systems local to collaborating colleges (currently Hereford Sixth Form College and Worcester Sixth Form College) in addition to systems that are in use across the MAT.

**Primary task:** The post holder's main role will be to work co-operatively with other members of the Central and Local IT teams in the provision of IT services. They will be expected to assist in wider technological projects or development work as required by both MAT and college management collaborating with MAT and college stakeholders as required. The post holder will be expected to support the learning of students through effective use of IT.

**Secondary task:** There may be times where additional staffing is required at the local team level, e.g. staff absence, which the post holder will be expected to cover. Occasionally the post-holder may be required to travel to other institutions in the multi-academy trust e.g. if a significant issue required MAT support.

**Accountabilities:**

- Support MAT Trustees, MAT Executive staff and the Local IT Teams working with other members of the Central IT Team.
- Administration and support relating to MAT IT requirements.
- Administer Windows based 'Active Directory' based computer system.
- Administer and develop Office 365 tenancies.
- Ensure data backup and retrieval systems are operational and regularly verified.
- Ensure that all relevant software updates and patches are applied as necessary via the College's update and patch management system
- Administration relating to the security and integrity of the networks. This will include the use of proactive monitoring, analysis and reporting tools to monitor the state of the network. It will also include monitoring appropriate technical news / threat status / anti-virus websites as well as pre-emptive patching and updating of systems to combat known security threats.
- Provide a rapid and friendly response to staff and students.

- Cover first/second line local IT team support on occasions due to unexpected staff shortage.
- Maintain network infrastructure and other equipment such as printers and other similar network attached equipment.
- Manage hardware and software deployment and maintenance as required.
- Support the learning of our students by effective use of IT; this could include setting up specialist equipment and other technology for use in various teaching sessions.
- The post holder must ensure that MAT and College policies are applied at all times including the Acceptable Use Policy and Data Protection policies.
- The post holder is required to ensure that they maintain their own health and safety, and support that of any colleagues, service users or visitors in their environment in accordance with organisational policies and procedures and the training they receive.

#### **Job Breadth and Communication:**

The post holder will undertake and engage positively with relevant training and personal development activities as required. There are a number of development opportunities available to technology staff, including technical training and some dedicated study time.

The post holder will have enhanced DBS clearance.

This role will involve access to important data and services. The post holder will be expected to work to the highest levels of personal integrity and will be expected to adhere to and actively promote the Acceptable Use Policy (AUP).

#### **Decision Making:**

The post holder is expected to respect any information that come into their possession or exists in their environment relating to students, colleagues and other individuals. This requires following good practice and guidance on confidentiality. The post holder has a duty to maintain the safety and welfare of the students and within the scope of their post must ensure all organisational policies and procedures on safeguarding are implemented. The post holder has a duty to report any concerns or incidents regarding student welfare promptly in accordance with MAT/College procedure and their training.

#### **Problem Solving/Creative Effort:**

Working with Central and Local team staff as appropriate the post holder will be responsible for ensuring the smooth running of all network and computer systems in the colleges. This will involve problem solving and solution finding to ensure the smooth running of all systems.

The post holder will have an agreed work programme and will be expected to deliver against the agreed tasks and targets.

The post holder will need to recognise they work in a College environment which will occasionally require them to support student related activity.

**Date: May 2020**

SPECIFICATION	ESSENTIAL	DESIRABLE
<b>Knowledge/Qualifications</b>	<ul style="list-style-type: none"> <li>● Up to date knowledge and understanding of IT developments and their potential to contribute to the provision of effective and efficient response to business needs.</li> <li>● A proven track record of working in a relevant technology area</li> <li>● In-depth technical expertise in Microsoft based environments inclusive of Windows Server and Active Directory</li> <li>● In-depth technical expertise in Microsoft Office 365 and email systems including Microsoft Exchange 2016 and onwards.</li> <li>● Linux administration experience</li> </ul>	<ul style="list-style-type: none"> <li>● Knowledge of cloud service provision, notably Office 365 identity management.</li> <li>● Technical qualification or working to a technical qualification in infrastructure such as: Microsoft certified systems engineer (MCSE / MCSA)</li> <li>● Higher level Microsoft / networking / information security qualification / accreditation</li> <li>● Possession of a higher academic or vendor qualification would be a distinct advantage; a suitable candidate may be offered training and development to achieve such certifications.</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>● Experience of working in IT support and Network Administration</li> <li>● Solid Infrastructure experience; ideally including Windows / Active Directory / DNS / DHCP configuration</li> <li>● Experience of networking hardware &amp; software handling, configuration and management</li> <li>● Network configuration &amp; troubleshooting experience</li> </ul> <p>Firewall configuration and maintenance</p> <ul style="list-style-type: none"> <li>● Knowledge of industry standard antivirus and backup software</li> <li>●</li> <li>● Knowledge of user / desktop management and</li> </ul>	<ul style="list-style-type: none"> <li>● Putting in place network security measures</li> <li>● Planning backup and disaster recovery systems</li> <li>● Routing &amp; Switching Experience</li> <li>● Service Management (ITIL) experience and or appreciation</li> <li>● Virtualisation technologies, notably VMWare</li> <li>● Full cloud-based service provision experience (IAAS, PAAS, SAAS).</li> <li>● VOIP telephony experience</li> </ul>

	<p>deployment using SCCM</p> <ul style="list-style-type: none"> <li>● Evidence of hardware troubleshooting skills, including both desktop and server hardware</li> <li>● Evidence of software troubleshooting skills, including experience of Windows 7/8/10 and Windows Server 2012/2016/2019</li> <li>● Strong ability to use basic applications such as Microsoft Office Word, Outlook, Excel and PowerPoint to include the production of professional documents</li> </ul>	<ul style="list-style-type: none"> <li>● Understanding of firewalls and other security technology</li> <li>● Knowledge of databases, particularly those based of Microsoft Access, SQL server, MySQL, PostGres and Mongo.</li> <li>● Experience of Apple desktop operating systems and any relevant MDM</li> </ul>
<p><b>Skills/Aptitudes</b></p>	<ul style="list-style-type: none"> <li>● Ability to acquire new skills quickly with evidence of transferable skills</li> <li>● Understanding of the need for confidentiality and discretion</li> <li>● Good organisational, communication, presentational and interpersonal skills – with the capability to communicate concisely and effectively equally well with fellow engineers, non-technical colleagues and with members and/or customers alike</li> <li>● Strong communication skills both verbal and written</li> <li>● Innovative thinker – ability to turn customer requirements into workable solutions</li> <li>● Process orientated</li> <li>● Ability to adapt to new situations, solve problems, and develop new skills</li> </ul>	

	<ul style="list-style-type: none"> <li>● Self-motivation and determination with the proven ability to multitask, organise and prioritise workload while having to work under pressure and to deadlines</li> <li>● Excellent attitude to client service (end user)</li> <li>● Strong team work ethos and ability to work in team</li> <li>● Keen attention to detail</li> <li>● Ability to research for information and resources</li> <li>● Seeks continuous improvement for the service user</li> <li>● Highly organised, methodical, and tenacious</li> <li>● Flexible attitude and emphasis on prioritisation of workload</li> <li>● A keen desire to provide an IT environment which supports develops and enhances the learning of all our students</li> <li>● Keen interest and passion for continual professional development in technical expertise and also service management/delivery.</li> <li>● Self-motivated and able to work on own initiative</li> </ul>	
<p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <li>● Commitment to undergo further training and development as appropriate.</li> <li>●</li> <li>● Willingness to undertake an Enhanced DBS Disclosure.</li> <li>● Willingness to contribute to IT training course</li> </ul>	<ul style="list-style-type: none"> <li>● Strong record of personal and professional development.</li> </ul>

	<p>planning and delivery (e.g. in conjunction with rollout of new operating systems / applications)</p> <ul style="list-style-type: none"><li>• A desire to contribute to the development of the College as a whole.</li></ul>	
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**Date: May 2020**