JOB DESCRIPTION

JOB TITLE: Systems Administrator

REPORTING TO: Network Manager

SALARY: Scale S01 Point 33-35 £29,972 - £31,800 per annum (Inclusive of Outer London Weighting)

HOURS: 36 Hours per week/ 52 weeks per year

ANNUAL LEAVE: 26 days (rising to 29 after 5 years' service), plus bank holidays

Job Purpose

- To maintain and administer the college's IT/VLE infrastructure systems
- To provide desktop, 1st, 2nd and 3rd line support
- To participate in projects to develop and enhance the IT provision across the college.
- To support staff and students in the use of the college VLE and online learning systems.
- To Support the Senior Systems Administrator

Key Responsibilities

- To fully support in all tasks involved in providing and maintaining a stable and reliable service.
- To manage the operation of the network on a day to day basis including helpdesk requests, checking student access and backing up.
- To administer and maintain the College's Windows Server Active Directory, servers, virtual servers, network switches, firewall, email systems, backup systems, and phone system.
- To be the lead technical expert in the following:
  - Edge Switches Infrastructure
  - Access entry systems
  - Server and Active Directory Administration
- Build, install and configure workstations / laptops/tablets for the network.
- Liaise with MIS & Web team to ensure smooth deployment and maintenance of the college services including, Monoux App, Advanced [ProSolution etc] and other internal systems.

- Maintain/update College IT hardware and software inventory.

- To manage and administer Microsoft System Center components such as Data Protection Manager (DPM) and Configuration Manager (SCCM).

- To manage and maintain printer and copier services across the college.

- To manage the maintenance of printers and copiers with respective third party suppliers.

- Investigating and evaluating new technologies and IT software as required.

- Provide 1st Line support on Microsoft Teams in conjunction with the Web team.

- Responsible for the compilation and periodic review of operational documentation.

- Provide 1st, 2nd and 3rd Line support when needed and adequately trained across all college systems.

- Share knowledge of all aspects of IT with colleagues and undertake training where appropriate.

- To manage the full back-up and restoration process for all data, databases and applications stored on the network.

- Assist in maintaining the College's networked Audio Visual Display system.

- Liaise with third parties in relation to all external support.

General Responsibilities

- To ensure that access to college systems is in compliance with General Data Protection Regulations.

- To work with team members to ensure that service delivery and system availability is maintained to SLA defined parameters.

- To prioritise workload to meet all deadlines in relation to projects or maintenance tasks as required by the Network Manager Senior Leadership Team or Heads of Departments.

- **SAFEGUARDING** - All staff are expected to safeguard and promote the welfare of students. All staff are also required to complete safeguarding training and attend further training as needed.

- **EQUAL OPPORTUNITIES** –We are committed to the equal opportunities for all. Staff are expected to act in accordance equal opportunities policy and practice.

- Support the aims and ethos of the college and promote and work in accordance with College policy and practice

- Carry out any other duties commensurate with the general responsibilities of the post.

- To undertake and/or support the delivery of any training or development as required by the College.

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Mr David Vasse (Principal)   Mr Alan Wells OBE (Chair of the Corporation)

PERSON SPECIFICATION
Systems Administrator

	Essential/ Desirable
Qualifications	
A degree or equivalent qualification	D
Relevant IT qualifications (or significant experience working within a similar role)	E
Experience	
Has experience and a proven track record of working within the IT sector	E
Relevant experience of maintaining network systems in a busy environment	E
Experience of working within the education sector	D
Skills & Abilities	
Good Customer service skills	E
Good and effective communication skills (verbal and written)	E
Good inter-personal skills	E
Prioritise workload and meet deadlines	E
Ability to work proactively with limited supervision	E
Willingness to support and work co-operatively with other staff	E
Good diagnostics skills	E
Demonstrate initiative to solve problems independently	E
Ability to work as part of a team	E
Flexibility to adapt to changing priorities and circumstances	E
Knowledge and Understanding	
Knowledge of current IT developments	E
Understanding of installation and maintenance of software & hardware	E
An understanding of Safeguarding & Data Protection	E

Good Knowledge of:
    Windows 7/8/10 desktop
    Windows 2012 R2/2016/2019 Server
    Exchange 2013/2019
    Microsoft 2016/ Office 365
    Active Directory
    Group Policies and MSIs
    Infrastructure Wifi Systems
 	
In-depth knowledge of:
    TCP/IP
    Network Infrastructure Hardware
    Printing Systems
    Computer Hardware
	E

Knowledge of Health & Safety issues	D
Personal Attributes	
Brings news ideas and perspectives	D
Good communicator	E
Patient and can remain calm under pressure or in volatile situations	E
Acts fairly and decisively, while being able to empathise	E
Acts as a college champion and strives to improve performance	E
Willingness to learn and implement new technologies	E