Haileybury

Job Description

Job Title	:	**Assistant Systems Administrator**
Responsible to	:	**IT Systems Manager**
Department	:	**CSD**
Last reviewed	:	**June 2020**

Job Outline:

The Computer Support Department is responsible for all aspects of IT provision and service delivery at Haileybury. The post of Assistant System Administrator has particular responsibility for IT infrastructure provision, management and monitoring whilst delivering excellent customer service.

The nature of a 24hr a day, 7 days per week boarding school requires that staff work flexibly and there may be a requirement for the job holder to work early mornings, evenings and weekends.

Duties:

- Infrastructure incident and problem management
- Day-to-day management of backups
- Mobile Device Management
- Troubleshooting of iPads and associated apps
- Administration of our safeguarding internet filter
- Deployment, maintenance and ongoing support for all core infrastructure and systems including:
  - Servers, storage and virtualised environment
  - Wired and wireless network infrastructure including associated services
  - Network and endpoint security
  - Internet connectivity and telephony
  - Patch management
  - Applications
- Robust documentation of all systems and processes
- Monitoring of system performance and capacity
- Work closely with the IT Systems Manager to design and implement efficient and effective working systems, reviewing and improving such systems over time, as required.
- Remain up-to-date with all appropriate practices and regulatory requirements within allocated areas of responsibility and to undertake duties in line with established Haileybury practices and protocols.
- Keep the Director of IT fully up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate and within a reasonable timeframe.
- Comply with responsibilities at Haileybury in respect of Data Protection, taking responsibility for ensuring that any personal data held by them is kept securely.
- Maintain professional confidentiality at all times.
- Assist in other areas of work within the School which are within your skills and capabilities, as reasonably requested.
- Complete all duties effectively, efficiently, accurately, within allocated deadlines and budgets and with due regard to achieving best value for money

It should be noted that this job description identifies the current principal duties of the post; it does not detail every task to be undertaken. The post-holder will be required to undertake any duties as required by the Line Manager, which fall within their capabilities or the requirements of the School.

Person Specification

Experience
- Proven experience working in a technical IT role
- Experience of working to ITIL or another ITSM framework
- Planning of upgrades and implementation of configuration changes
- Comprehensive understanding of wired and wireless networking, troubleshooting thereof
- Management of virtualised infrastructure and backups
- Good working knowledge of Active Directory and Group Policies
- Experience of Mobile Device Management systems and management of iPads

Skills
- Ability to communicate effectively and appropriately with all relevant client groups, both internally and externally
- Well organised with the ability to prioritise work to deadlines and under pressure
- Ability to work in a way that promotes the safety and wellbeing of children and young people.
- Ability to work in a team and individually, using own initiative
- Logical thought process with an accurate methodical approach
- Ability to understand and operate within a school environment
- Flexible and the ability to adapt to changes to work schedule
- Excellent communication and interpersonal skills at all levels
- Ability to maintain confidentiality and discretion in all situations
- Professional appearance and attitude
- Organised and punctual and highly efficient
- Confident, self-motivated and proactive
- Enthusiastic with the ability to learn
- Honest, polite, reliable, resourceful, flexible and committed

Qualifications
- Education to degree level or equivalent work-based training
- IT qualification or certificate in one or more of server management, networking or security

Child Protection at Haileybury
Though this role does not require the direct supervision of pupils, in addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

Data Protection at Haileybury
The College will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the College's Data Protection Policy and the Staff Privacy Notice which can be found on the website https://www.haileybury.com/privacy-notice

Code of Conduct Statement
Colleagues at Haileybury are expected to work together showing respect, courtesy and helpfulness, cooperatively working with a positive ethos and culture, whatever the staff member's position may be. Each individual should try to see and appreciate what others are doing and understand that the provision that we offer our pupils can flourish only with the active assistance of all concerned.