



## **Job Description for IT Administrator - *Full time***

**Reporting to:** Senior IT Manager and Director of Learning Technologies

### **Summary of role:**

Manage the IT Service Desk with support from the Network Manager and be the first line of contact for all school staff requiring IT Support. Provide backup to the IT Support Specialists with remote support when required and complete general IT administrative tasks.

### **Hours of work:**

- Monday to Friday 7.30am to 4.30pm during term time.
- Some work outside of these hours can be expected.
- During school holiday time when there are major IT projects and system maintenance taking place, hours are likely to be more flexible to suit the work load.
- Telephone support rota (shared with other IT Support staff) 7.00am – 7.00pm Monday to Friday.

**Salary:** £24,000 - £27,000 depending on ability and skillset.

**Holidays:** Six weeks holiday per year plus public holidays

- At least 4 weeks of this holiday must be taken during school holidays
- All holidays are only to be taken by prior arrangement of the Senior IT Manager and generally not at the same time as other IT Support members
- The holiday year runs from the 1st October to the 30th September

### **Key roles and responsibilities:**

#### **IT Service Desk**

- Answer and log incoming IT support calls into the IT Management System and “Fix on First Call” over the phone or remotely if possible.
- Manage all incoming IT support emails into the IT Management System and direct to the necessary support queue, escalating requests to the appropriate party, as needed.
- Manage all other incoming support emails and distribute to other departments as necessary (e.g. Software Development Team, Maintenance).
- When an urgent support request is made for a site (that at the time does not have the local IT Support Specialist present) arrange for the Mobile IT Support Specialist to visit the site to resolve the issue.
- Monitor the call logging system to ensure that all requests for support from each site are met and responded to in an efficient and effective manner.
- In conjunction with the Senior IT Manager, monitor high impact issues to ensure all relevant staff are deployed effectively.
- Ensure relevant IT support staff are made aware of the current support issues via agreed communication procedures.

#### **Procurement**

- Purchase hardware and software following set procedures with guidance from the Senior IT Manager.
- Obtain hardware and software quotes on behalf of users and other IT team members.

- Follow software purchasing guidelines and liaise with the Network Manager to ensure software is compatible with the school network.
- Advise IT Support Staff of all relevant hardware/software deliveries.

### **IT Administration**

- Maintain the IT Asset Management System ensuring that all assets are recorded and updated/removed when required.
- Provide general administrative support to the IT Support Team and Director of Learning Technologies.
- Maintain staff accounts for email, VLE, management information system and action approved user account updates.
- Provide email support for parent queries relating to The School Portal and general IT access.
- Conduct a daily IT checklist for each individual site in order to proactively prevent regular or common faults.

### **Technical skills and knowledge:**

- Windows 2000, XP and Windows 7
- MS Exchange, Active Directory and other mail protocols such as IMAP
- Microsoft Office 2003 onwards and other common desktop applications
- Remote control tools such as Dameware and RDP
- Basic networking skills including TCP/IP and the ability to configure network printers
- Awareness of all mainstream mobile technologies (RIM, Android, Apple etc.) specifically when related to the school's email systems
- 1<sup>st</sup> and 2<sup>nd</sup> Line support experience
- Experience supporting and maintaining an asset database

### **Generic duties and responsibilities relevant to all members of staff:**

- To work in a manner which is safe and healthy for both yourself and others with whom you come into contact;
- To comply with safety instructions and regulations;
- To promptly report all safety hazards and unsafe working practices;
- To be familiar with the schools' Health and Safety Policy and comply with it at all times;
- To read and be familiar with the Staff handbook and Employment manual and follow the procedures therein;
- To be familiar with and to follow guidelines as set out in the school staff policy documents;
- To work in a co-operative, diplomatic and flexible manner;
- To foster and maintain good working relationships, acting as a courteous, friendly and business-like member of the school team.
- Maintain confidentiality at all times when encountering sensitive information during the course of carrying out duties.
- Undertake internal or external training provided by the school where appropriate and take responsibility for their own self-improvement.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact will be to adhere to and ensure compliance with the school's Child Protection Policy Statement at all times.

If in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, he/she must report any concerns to the school's child protection officer or to the Headmaster/Headmistress (if different).