

Job Specification

Purpose of the Post

To assist with the support and maintenance of the College network infrastructure to ensure that all College systems are kept up-to-date and adhere to the latest standards (CE / CE+). To assist with the development and incorporation of new technologies as they become available in order to improve the efficiency and security of the College IT systems.

Duties and Responsibilities

System Maintenance

Expansion and maintenance of Azure AD and Office 365 services into the current infrastructure in a secure manner.

Maintain the College Active Directory infrastructure and ensure security standards are implemented.

Working with Microsoft Endpoint Configuration Manager to automate Operating System and Application deployment within the network and to maintain consistent configurations.

Maintenance, monitoring and upgrading of the current VMWare / V SAN environment including evaluation of replacement server hardware when required.

Configuration, maintenance, and deployment of Microsoft Windows based desktops with appropriate security for staff and student use.

Maintain the college Windows and Linux virtual server environment, performing upgrades when required and ensuring OS and application software is running supported versions.

Maintain the college Virtual Desktop Infrastructure, performing upgrades when required.

To assist with the introduction of new software products as adopted by the College.

To help with the certification of servers to ensure secure operation.

To maintain and test the college backup infrastructure to ensure it is performing without issues and is sufficient to meet the requirements of the college.

To ensure that fault and change requests are recorded on the College help desk and are dealt with in a realistic time frame.

General Data Protection Regulation and Data Protection Officer support

Support the Data Protection Officer in ensuring the College is legally compliant with GDPR regulations.

To work with the Lead Practitioner ILT in promoting active engagement with the College's data protection policies.

To work with IT in working towards and maintaining Cyber Essentials Accreditation status.

Work with the Assistant Principal and the Director of Information Systems to ensure the Information Asset Register is up to date and relevant.

Contact third party suppliers to confirm their data protection policies, and record and manage their responses

Server Support

SQL Server administration

MySQL Server administration

IIS

Windows infrastructure Services

DevOps tools

Application and Operating System Deployment

PXE

Microsoft Deployment Tools

Microsoft App-V

VDI (VMware Horizon View)

Special conditions / Points to note

The purpose of the job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed

All duties must be carried out in accordance with relevant Health and Safety legislation and good practice.

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

The post holder is required to work in accordance with both organisational and personal responsibilities for data protection as outlined in College policy documents.

Responsible to: IT Support Manager/Director of Information Systems and Estates

Person Specification

Essential

Excellent communication and interpersonal skills

Ability to prioritise your own workload

Ability to work alone as well as part of a team

Experience required with the following technologies:

Windows Active Directory management

Microsoft Azure Active Directory

Microsoft Office 365 administration

Windows Server administration

VMware ESX / vSphere

Microsoft Endpoint Configuration Manager

RADIUS

Backup Technologies (Veeam)

Programming Languages:

Knowledge and experience of the following is required, to edit existing scripts and applications as well as develop new ones:

PowerShell

Windows batch scripting

VBScript

Desirable

Previous experience in a similar role within an educational setting.

It would be useful to have knowledge of the following

Linux Server administration (Ubuntu)

Cisco IOS

Print Management (Papercut)

User Profile Management (Ivanti Workspace Manager)