CAYMAN PREP AND HIGH SCHOOL

JOB DESCRIPTION

IT System Administrator

Purpose:

The System Administrator is a whole school position responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff and students to work efficiently and effectively.

Reporting to: The Business Manager

Liaising with: All staff and students throughout both schools, external vendors and service providers.

Main Duties and Responsibilities

- Install new/rebuild existing servers and configure hardware, peripherals, services, setting, directories, storage etc. in accordance with standards and operational requirements.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Perform daily system monitoring.
- Perform daily backup operations, ensuring all required file systems and data are successfully backed-up.
- Create, change and delete user accounts per request.
- Apply patches and upgrades on a regular basis and upgrade administrative tools and utilities.
- Manage the internal IT ticketing system ensuring all faults/issues are solved in a timely and efficient manner.
- Guide and lead the IT technician ensuring he is working hands on in rectifying issues and developing further skills.
- Develop, maintain and update where necessary all technology policies and procedure manual and checklists
- Manage contracts with external service providers.
- Develop relationships with local and overseas vendors and liaise for quotes on software and hardware.
- Develop and maintain a 3 to 5 year rolling IT budget for hardware and software.
- Work alongside Data Manager to assist with any infrastructure requirements for effective running of the school information management system.

Other Responsibilities

- Guide and train all staff, where necessary, in the effective use of school hardware and software.
- Keep up to date with infrastructure technology and with the use of technology within the classroom for enhancement of teaching and learning.
- Report to, update and advise Leadership teams and school board members as necessary.
- Act as Data Protection Lead for the school ensuring that the school is compliant with requirements of Cayman's data protection Law.
- Serve as a member of the school's IT Steering Committee.

Required Skills

The postholder must:
- Be professionally trained, with a bachelor's degree in Information Technology, Computer Science or equivalent.
- A minimum of 4 to 5 years' experience as an IT Systems Administrator, in an educational setting;
- Ability to work independently and to successfully manage multiple priorities.
- Have a calm and approachable manner and good communications skills in order to work with users with different IT skill levels.
- Experience with Microsoft server environments.
- Experience with Azure/Office 365 user management and PowerShell scripting.
- Experience with Vmware/Xen desktop, Hyper-V and ISCSI.
- Experience with image management in an environment with diverse hardware and software requirements.
- Experience with a wide range of technologies to includes Windows, iOS and Android.

All Staff Are Expected To

- Always maintain a high level of confidentiality regarding student and staff information and related school matters.
- Support the Christian Principles as well as the aims and ethos of the school, for example, setting good examples in terms of dress, punctuality and demeanour.
- Uphold the school's behaviour code, uniform requirements and other regulations.

Signed:

Post Holder_____ Date_____

Business Manager _____ Date_____

Revised April 2020