



CAYMAN PREP AND HIGH SCHOOL

JOB DESCRIPTION

IT System Manager

Purpose:

The System Manager 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.

Qualifications and Required Skills

The postholder must:

- A first degree in Information Technology or Computer Science.
- A minimum of 4 to 5 years' experience as an IT Systems Manager, in an educational setting.
- Strong leadership skills to lead the strategic development and management of a busy IT Department.
- Experience in developing and delivering in-house IT training.
- Must have the ability to troubleshoot and fix user problems with hardware and software.
- Experience with SIMS, Microsoft server 2019 environments including SQL Servers, Active Directory, File / Print Servers.
- Strong understanding of and experience with Hyper-V Server Virtualization Clusters with Dell or HP Storage SAN.
- Knowledgeable in Joomla and WordPress web site design and maintenance.
- Experience with Azure Virtual Machines Infrastructure.
- Experience with managing Office 365 environments including Exchange, MS Teams, SharePoint, OneDrive, and User Management.
- Experience utilizing Microsoft Endpoint Manager for device imaging, security policy distribution, and maintenance of device health for student and staff devices.
- Experience with image management in an environment with diverse hardware and software requirements.
- Strong background in designing backup and disaster recovery plans utilizing Veeam.
- Experience with CISCO network switches and firewall configurations.
- Must have the ability to work independently and efficiently to successfully manage multiple priorities.
- Excellent organisational and interpersonal skills to work with a range of end users within a busy environment.

Essential Qualification Requirements

- Office 365 – Microsoft 365 Certified: Enterprise Administrator Expert
- Microsoft Servers – (MCSE) Microsoft Certificate Server Engineer
- CISCO – Cisco Certified Network Associate (CCNA) Certification

Desirable Qualification Requirements

- Teams – Microsoft 365 Certified: Teams Administrator Associate
- Endpoint Manager - Exam MD-101: Managing Modern Desktops

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.

Safeguarding

In accordance with the school's commitment to follow and adhere to the School's Child Protection Policy and Procedures and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the school. All staff are required to maintain appropriate professional boundaries in relationships with children and with all members of the school community and outside agencies, and exercise sound professional judgment, which always focuses upon the best interests of the students and the school. You must understand and carry out your duties in accordance with the responsibilities of being in a position of trust and dispatch your duty of care appropriately at all times. You will always be expected to present a consistently positive image of the school and uphold public trust and confidence.

Post Holder Signature: _____ Date _____

Post Holder Print Name: _____

Business Manager _____ Date _____

Revised October 2022