



CAYMAN PREP & HIGH SCHOOL

(Owned and Operated by the United Church in Jamaica and the Cayman Islands)

JOB DESCRIPTION

IT SYSTEMS MANAGER

Post: IT Systems Manager (Whole School)

Reporting to: The Business Manager

Liaising with: All staff, students and parents throughout the school, external vendors and service providers.

Purpose:

The IT Systems Manager will be responsible for the strategy, development and management of the school's IT infrastructure, resources and support services.

The IT Systems Manager will be responsible for maintaining the integrity and security of the Schools IT infrastructure and will facilitate organisational compliance with all relevant IT and data governance regulation.

The IT Systems Manager will line manage two technicians including their training and performance management and they will also work with an external support provider.

Main Duties and Responsibilities

- **Strategy**
 - Develop and implement a long-term strategic plan for IT including printers and telecommunications infrastructure, resources and support services across the school that supports the schools wider strategic planning, visions and aims, in conjunction with the SLT.
 - Design and lead an IT training programme for staff in conjunction with the SLT.
- **Line Management**
 - Supervise and lead skilled IT Technicians, providing guidance, support and fostering a collaborative work environment.
 - Conduct regular performance evaluations and ensure professional development of team members.

- **Network Design Management**
 - Oversee the design, implementation and maintenance of the school's network infrastructure.
 - Ensure the schools network reliability, security and scalability to support educational needs of the school.
 - Collaborate with external vendors and service providers to optimise network performance.
- **Digital Platforms Development**
 - Drive the development and enhancement of our existing systems, software and other digital platforms including classroom educational platforms in collaboration with staff.
 - Drive the development and enhancement of the Website supporting the Schools Marketing Manager.
 - Stay abreast of technological advancements and recommend improvements to meet evolving educational requirements.
- **Offsite and onsite Backups**
 - Manage robust backup systems both onsite and offsite to safeguard critical data and ensure quick recovery in case of data loss.
 - Conduct regular tests of backup systems to verify data integrity and reliability.
- **Data Protection, GDPR Compliance and Safeguarding**
 - Act as the primary source of information and guidance on data protection regulations, including GDPR, ensuring compliance across all information systems and processes.
 - Collaborate with relevant stakeholders to implement and maintain effective data protection policies and procedures.
 - Working with the SLT ensure that the school complies with all relevant requirements in relation to the safeguarding aspects associated with the Schools IT systems.
 - Act as Data Protection Lead for the school ensuring that the school is compliant with requirements of the Cayman Islands Data Protection Act.
- **Security and Cybersecurity**
 - Implement and oversee security measures to protect the school's information systems from cyber threats and unauthorised access.
 - Conduct regular security audits and assessments to identify vulnerabilities and implement necessary safeguards.
 - Maintain and update an accurate asset management system (Blue Tally) for IT Resources.
- **High School One to One Project**
 - Act as the primary source of information and guidance on the High School One to One Project
 - Conduct regular security audits and assessments to identify vulnerabilities, mis use and abuse and implement necessary safeguards.
 - Collaborate with the vendor team to ensure that all repairs are identified and managed in a timely manner. Liaising with parents if the repair is outside of the device warranty cover.
 - Collaborate with the Finance team to ensure that all repairs are authorised and invoiced in a timely manner.

- Manage relationships with students, staff and parents with faulty devices.
- Work collaboratively with interested parties in school and outside vendors on planning for Phase Two and subsequent phases of the project.
- **Vendor management**
 - Manage relationships with external vendors and service providers, ensuring effective collaboration and service delivery.
 - Negotiate contracts and agreements to secure cost-effective solutions and services.
 - Develop relationships with local and overseas vendors and liaise for quotes on software and hardware.
- **Budget Oversight**
 - Develop and maintain a 3 to 5 year rolling IT budget for hardware and software.
 - Work collaboratively with the Business manager and other members of the SLT to develop and manage the annual IT budget.
 - Ensure cost-effective use of resources and ensure the best value from IT procurement, whilst meeting the IT needs of the school.

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.
- Work alongside Data Manager to assist with any infrastructure requirements for effective running of the school information management system.
- Report to, update and advise Leadership teams and school board members as necessary.
- Carry out other duties as may reasonably be requested by either your line manager or the Director.

The duties and responsibilities outlined may be subject to the schools' needs and priorities. We reserve the right to modify or amend the job description at any time, in consultation with the employee, to better align with the school needs and objectives.

Qualifications and Required Skills

The postholder must have:

- A first degree in Information Technology or Computer Science.
- Strong knowledge and application of IT Infrastructure, security and compliance standards.
- Proven experience in system/software support including trouble shooting, diagnosing and identifying issues.
- 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 utilising 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 _____