

CEAT ICT Systems Manager

Job Description

Reports to: Group ICT Lead

Location: Northampton with some visits to other CEAT Academies

Role

The ICT Systems Manager will be responsible for the day to day 2nd and 3rd line support and management of the CEAT ICT systems. The post holder will also be the technical lead for CEAT ICT projects including the network migration projects for academies joining the CEAT infrastructure and, as such, will need to travel to academy sites from time to time.

Working with the Group ICT Lead the post holder will

- Provide 2nd and 3rd line support of the Trust's central ICT systems for CEAT.
- Ensure the ICT services across all Academies associated with Creative Education Academies Trust are robust, secure, safe, resilient, scalable and responsive.
- Be the technical lead for migration projects for academies joining the CEAT infrastructure.

Key Responsibilities

Technical support of central CEAT infrastructure

- Provide 2nd and 3rd line technical support of the CEAT centralised ICT network to support the current and future development needs of the Trust and its academies.
- To ensure that all incidents and requests are logged appropriately on the ICT Helpdesk System.
- To ensure that incidents and requests are prioritised accordingly and are documented within the ICT Helpdesk system.
- Maintain regular communications with the appropriate staff until incident resolution.
- Monitor progress of all incidents and requests against Service Level targets and respond promptly to staff requests for updates or resolution as appropriate.
- Escalate any incidents to the appropriate team as necessary and work with the Group ICT Lead, 3rd line support, and other stakeholders to resolution.
- Ensure ICT service availability for both internal and external access to the CEAT networks.

Development of central CEAT infrastructure

- Work with the Group ICT Lead to develop the ICT architecture (including network, servers, storage, applications, and management tools) to maximise the investment in technology and ensure efficient deployment of resources.
- Fulfil the technical lead role for the academy sites where ICT implementation and migration work is taking place to ensure that facilities are ready to be used by teachers and students. This will involve liaising with Principals, local ICT teams, ICT partner companies, building contractors and other third parties as necessary.
- Work with the Group ICT Lead to implement the Trust's ICT vision and core values.
- Working with the Group ICT Lead, support CEAT academies in the development of their own academy ICT development plans that align with the Trust's overall ICT strategy.

Other Key Responsibilities

- Undertake any duties, consistent with this position, which might, from time-to-time, be assigned by the Group ICT Lead, Group Finance Director or the Chief Executive.

Person Specification

1. Qualifications and Experience

- Professional ICT qualifications (e.g. Microsoft, Cisco) (**desirable**)
- Educated to at least Level 2 (GCSE A*-C or equivalent) in Maths and English (**essential**)
- Recent and relevant experience of working in a similar role (**essential**)

2. Technical Skills and Knowledge

Category	Essential	Desirable
Client based operating systems	Windows 7/8/8.1	Mac OS X 10.6 - 10.9
Server based operating systems	Windows Server 2008/2008 R2/2012/2012 R2	Mac Server OS X 10.6 - 10.9, Ubuntu Server, Cent OS
Active Directory	Excellent knowledge and experience in managing and supporting Active Directory based networks (users, computers, groups, sites and services, group policies, AD security permissions)	Excellent knowledge and experience of supporting and managing Active Directory in a multi-site environment. Experience of Active Directory network migrations.
Management & Deployment of Operating Systems & Applications	Excellent knowledge of Windows OS Deployment, Application deployment (MSI installers, Scripts), Windows Updates and Anti-Virus management on large networks (500+ devices).	Excellent knowledge and experience of SCCM 2012 OS Deployment, Drivers, Application & Package deployment, Windows Updates and Anti-Virus management in a large multi-site environment (1000+ devices). Experience of Application Virtualisation technologies such as Microsoft's App-V. Experience of MDM Systems, Apple Management tools (Deploy Studio, workgroup manager, profile manager and integration with windows networks).
Networking	Understanding of networking fundamentals (OSI model, subnetting, network diagrams etc). Experience of managing network switches using command line interfaces. Experience and knowledge of VLANs. Experience of managing wireless networks & RADIUS authentication.	Experience of setting up and managing VLANs, STP, QoS, Link aggregation, stacking eg IRF, Layer 3 routing Excellent knowledge of managing & supporting HP ProCurve & HP Comware based switches. Excellent knowledge of managed wireless systems (RADIUS, Guest networks).
Server Virtualisation	Setting up and supporting servers with virtualisation software, managing virtual machines and set up of templates and the deployment of them.	Excellent knowledge and experience of VMware vSphere 5.x. Experience of Microsoft Hyper-V would be beneficial. Experience of converting physical servers to virtual machines and migrating virtual machines to other virtualisation platforms.
Storage	Experience of NAS and SAN technologies (SAS, iSCSI, Fibre Channel etc). Excellent knowledge of Windows file sharing and NTFS permissions. Experience of Windows DFS.	Excellent knowledge of storage technologies and maintaining multi-site Windows DFS based environments.

Email servers	Experience with at least one of the following systems: Microsoft Exchange 2010, 2013 and/or Exchange Online (Office 365).	Setting up and maintaining Office 365 and Google Apps environments. Excellent knowledge and experience of Exchange Online PowerShell management. Experience in migrating email data from one platform to another.
Server scripting	Experience of Powershell, Batch and/or VBScript.	Excellent working knowledge of Powershell, Batch & VBScript. Experience of Linux based Bash/Perl.
Databases	Understanding of SQL and experience of Microsoft SQL Server 2008/2012	Excellent knowledge and experience of supporting Microsoft SQL Server 2008/2012 including the use, support and design of reports using SSRS.
Internet security	Experience of managing and supporting firewalls (port management, rules etc). Experience of managing and supporting Web filtering systems ideally in an education environment.	Excellent knowledge and experience of Smoothwall web filtering or other major education focused web filtering system. Excellent knowledge and experience in supporting and managing firewall systems. Experience of IPSEC site to site tunnels.
Remote Access Systems	Experience of remote access systems such MS Remote Desktop Services, VDI and VPNs.	Excellent knowledge and experience of MS Remote Desktop Services, RD Gateway etc. Excellent knowledge and experience of VDI technologies. Excellent knowledge and experience of VPN technologies such as MS Direct Access, SSTP.
Backups	Experience of general server backups (physical & virtual) with software such as Windows Server Backup, Backup Exec, Veeam etc.	Excellent knowledge and experience of backup and restore procedures for servers (including Windows domain controllers), switches, firewalls and other systems.
Management/Finance systems	Experience in supporting MIS systems and Finance system	Excellent knowledge and experience of supporting, updating and using MIS systems such as Capita SIMS. Excellent knowledge in supporting Finance systems such as PS Financials.
VoIP Phone Systems	General understanding of VoIP telephone systems	Experience of phone systems, SIP trunks, ISDN failover etc would be advantageous, especially in a multi-site scenario.
Web technologies	Experience of hosting websites & public DNS management.	Experience of SharePoint 2010/2013. Excellent knowledge and experience of DNS management, LAMP based systems (PHP, MySQL, Apache), IIS (ASP) etc.

3. Attributes and Qualities

- High professional and personal standards in both work and conduct (**essential**)
- Confident in dealing with all levels of stakeholders (**essential**)
- Strong personal drive and willingness to get things done (**essential**)
- Good time management (**essential**)
- Openness to learning and change (**essential**)
- Flexible approach to working hours (**essential**)
- Effective written and oral communication skills (**essential**)
- Good interpersonal skills, including the ability to work as a team member, but also having self-motivation when working independently (**essential**)
- Ability to convey technical problems to non-technical staff (**essential**)