



Colchester Royal Grammar School

Post Title:	Senior IT Systems Officer
Scale:	8
Reports to:	IT Systems Manager
Liaison with:	Other staff, Visitors, External Agencies, Students
Purpose:	To provide high level ICT support to all staff and students, assisting the Systems Manager (deputising where necessary) and maintaining additional areas of the School's network, managing staff training on IT systems and managing the deployment and maintenance of client software on the school network.
- To proactively support the school core values of compassion, respect, generosity and support - To ensure equality, diversity and inclusion informs personal behaviour, in line with school policy - To take a proactive approach to support the well-being of others, as well as looking after personal well-being - To support the collegiate approach to the workplace, supporting others across the school - Assist the Systems Manager (deputising where necessary) with the overall responsibility for the configuration & smooth running of the school network, including: - Hardware and software installation, upgrade and maintenance, both servers and workstations - Infrastructure installation, upgrade and maintenance, including switches, wireless, printers, projectors, computer audio, interactive whiteboards, battery backups and tape drives - Planning & project management for maintenance & development of all of the above - High-level technical support, dealing with issues unresolved by the IT Services Team, including: - Diagnosing and resolving complex hardware and software issues in partnership with suppliers - Day to day 1st and 2nd line technical support when necessary - Assist with Line management of the IT Services Team when applicable, including: - Monitoring the day-to-day workload of the team to ensure an excellent level of support - Annual performance management & resolution of any workforce-related issues - Assist the Systems Manager (deputising where necessary) with the installation, upgrade and maintenance of various school-related systems, including: - Maintaining the school's Active Directory, including Group Policy and startup/logon scripts - Upgrade & maintenance of the school's Management Information System (iSAMS), email system (Office 365), intranet (crgsonline/Google Apps), Internet firewall and filtering (Smoothwall), virtual learning environment (Moodle), System Centre, Library database (Eclipse.Net) and others - Procurement and troubleshooting of the school's Internet connection - Upgrade & maintenance of other school servers, including Active Directory, DHCP, DNS, DPM, File servers, Hyper-V failover clustering, MRBS, NPS, Online exams, PaperCut / Print servers, Remote Desktop Gateway, Remote Desktop Session Host, SAN, Securus, WSUS. - Mobile device management - Managing the deployment and maintenance of client software on the school network, including: - Managing and maintaining the school's client operating system deployment system (SCCM) - Managing the deployment of educational software to clients - Deploying security updates for Microsoft and other products to client computers promptly after release using appropriate deployment tools (SCCM, Group Policy)	



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- Maintaining appropriate anti-virus protection and security scanning software
- Provide weekly training drop in sessions for staff, including training on:
 - iSAMS
 - Microsoft Teams
 - Use of mobile devices
- Assist the Systems Manager (deputising where necessary) with maintaining the integrity and security of the school network:
 - Configuring and maintaining an appropriate backup system for school data
 - Updating the firewall for new products or services
 - Monitoring of Securus and Smoothwall for Online Safety incidents
- Enhance Teaching and Learning through the effective use of IT
 - Keep the school abreast of the latest developments within educational IT
 - Encourage the IT Services Team to suggest ways in which teaching staff could make better use of technology
 - Focus the department on supporting outstanding Teaching and Learning at all times
- Deputise for the Systems Manager in and in their absence:
 - Manage the school's ICT Support budget (excludes curriculum software)
 - Manage and arranging contracts for managed print devices
 - Work with the Senior Leadership Team to ensure adequate IT support coverage

General

- To undertake any training commensurate with the post.
- To participate in the performance and development review process, taking personal responsibility for identification of learning development and training opportunities in discussion with line manager
- To comply with individual responsibilities, in accordance with the role, health and safety in the workplace
- To support occasional out of hours school events, such as Open Evenings, Presentation Evenings and musical productions
- To support the 11+ assessment days
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.
- The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade.



PERSON SPECIFICATION Senior IT Systems Officer

General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	Educated to NVQ Level 4 or equivalent Experience of providing IT network support within a School or Business environment Qualification or experience in management
	Knowledge of relevant policies and procedures	Detailed knowledge of school policies and procedures Interest in and enthusiasm for new developments in hardware and software Experience in Active Directory, computer security, email systems, and server infrastructure Experience in software repackaging Experience in security patch deployment using software repackaging and SCCM Experience in Operating System deployment using SCCM Experience in scripting, in particular KiXtart or PowerShell Experience with iSAMS
	Literacy	NVQ Level 4 in English or equivalent
	Numeracy	NVQ Level 4 in Maths or equivalent. Ability to undertake complex financial/budgetary calculations
	Technology	Excellent understanding of modern computer hardware, including troubleshooting skills Excellent understanding of modern computer software, including Windows, Office and Active Directory
Communication	Written	Excellent ability to complete complex reports, user guides and other documentation The ability to explain technical concepts to non-technical users in a clear and concise way
	Verbal	The ability to explain technical concepts to non-technical users in a clear and concise way
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiating	Ability to negotiate effectively to achieve best outcomes. Ability to manage difficult or controversial exchanges



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Working with children	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Detailed knowledge and understanding and awareness to support the differences in children and adults in relation to the role
	Curriculum	Detailed knowledge and understanding of the school curriculum in support of the role and advise and support others
	Child Development	Detailed knowledge and understanding of how the role contributes to child development and be pro-active in putting forward ideas for improvements and for communicating any changes
	Health & Well being	Understand the importance of physical and emotional wellbeing
Working with others	Working with partners	Establish effective relationships with those working in and with the school Self-motivated and able to grasp new concepts and skills quickly Able to use initiative when unexpected problems arise and to resolve them appropriately
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team work	Ability to make a distinctive contribution to the work of a team