



# JOB PROFILE

<b>Post Title:</b>	Education IT Systems Administrator
<b>Portfolio:</b>	Central Support Service
<b>Responsible to:</b>	Deputy IT Section Manager (Networks & IS Administrator)
<b>Responsible for:</b>	Youth Trainees
<b>Grade:</b>	C1 – E6 (Dependent upon qualifications and experience)

## Job Purpose

To improve the lives of all within our community and help the island thrive by being responsible for the provision of technical support, management and maintaining of the IT teaching and learning platforms across the Primary and Secondary sectors.

This will entail undertaking or assisting in the setup, deployment and management of e-learning and teaching platforms that facilitate progression and delivery of technology within schools. The provision of support and data management associated with these platforms.

## Main Duties and Responsibilities

1. Under the direction of the Deputy IT Section Manager (Networks & IS Administrator) and in consultation with senior leadership of the Education, Skills and Employment Portfolio, the Education IT Systems Administrator will:
  - a Administer the domain, organizational units, users and groups, including security settings, access permissions, and matriculation for the designated teaching and learning platforms.
  - b Be responsible for the management and administration of e-learning devices in PAS which includes;
    - i Setup of devices for use on the schools network;
    - ii Continuous software and hardware patching;
    - iii Investigating faults, carrying out repairs and organising replacements.
  - c Support the use of security best practices across the environment to protect the organisations sensitive data.
  - d Manage the verification and deployment of Third-party educational Apps.
  - e Undertake continuous monitoring of reports and log events in the Teaching and Learning platforms to ascertain any potential security risks or data breaches.
  - f In conjunction with school leadership, assist the IT & Data Coordinator with the annual rollover process to include the setup of registration cycles at the beginning of each academic year.



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- g Utilise class room management tools to monitor students' workspaces and network access.
  - h Ensure data stored within e-learning and teaching platforms that has been identified as critical is subject to a suitable backup strategy.
  - i Follow configuration management practices when undertaking changes to e-learning and teaching platforms.
2. Where there is scope, provide assistance to the assigned IT Development Support Officer in undertaking tasks pertaining to but not restricted to:
  - a Tech requests (e.g., troubleshooting device hardware and software issues, printing, LAN and Wi-Fi connectivity)
  - b Device management, maintenance, and matriculation, including all SHG student devices
  - c Setup of optimal file sharing and security structures
  - d Configuration, installation and management of Windows and Linux Servers
3. Report to the Deputy IT Section Manager (Networks and IS Administrator) any indications of abuse to the system and system faults.
4. To comply with all SHG, Portfolio and School Policies and ensure guidance procedures are followed.
5. To be proactive in Continuous Professional Development ensuring knowledgeability in new systems and initiatives.

## Special Conditions

- Working outside of normal working hours.
- Able to maintain a high level of confidentiality around network security and IT systems
- Be able to enforce a high degree of cyber security and data protection standards

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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**Qualifications, skills, abilities, experience and competencies required for the role**



# PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
<p><b>Education Systems Administrator (I)</b></p> <p>GCSEs in English, Maths and IT and or Computer Science at Grade C/4 or above</p> <p>And</p> <p>CompTIA A+ and Professional Google Workspace Administrator</p> <p>Or</p> <p>CompTIA A+ and CompTIA Net+</p> <p>Or</p> <p>CompTIA N+ and Professional Google Workspace Administrator</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<p><b>Education Systems Administrator (II)</b></p> <p>GCSEs in English, Maths and IT and or Computer Science at Grade C/4 or above</p> <p>And</p> <p>CompTIA A+, CompTIA Net+ and Professional Google Workspace Administrator</p>	<p>E</p> <p>E</p>	<p>√</p> <p>√</p>	
<p><b>Education Systems Administrator (III)</b></p> <p>GCSEs in English, Maths, and IT and or Computer Science at Grade C/4 or above</p> <p>And</p> <p>CompTIA A+, CompTIA Net+, Professional Google Workspace Administrator and CompTIA S+ Certification</p>	<p>E</p> <p>E</p>	<p>√</p> <p>√</p>	



# PERSON SPECIFICATION

Or CompTIA A+, CompTIA Net+, Professional Google Workspace Administrator and CompTIA Cloud+	E	√	
Or IT Diploma or IT BTEC professional certification; which meets the industry prerequisites.	E	√	
<b>Skills &amp; Abilities:</b>			
<b>Please refer to the Information Technology Competency Model:</b>  Tiers 1, 2, 3 and 4.			
<b>Experience</b>			
Minimum of 2 years current experience in the IT Sector: <ul style="list-style-type: none"> <li>• Providing computer hardware and software support</li> <li>• Administering on premise and/or Cloud based digital tools which support and enhance learning outcomes.</li> </ul>	E	√	
<b>Core Competencies</b>			
<b>Please refer to the Information Technology Competency Model:</b>  Tiers 1, 2, 3 and 4.	E		
<b>Job Competencies</b>			
<b>Please refer to the Information Technology Competency Model:</b>  Tiers 1, 2, 3 and 4.	E		



# PERSON SPECIFICATION

## Personal Attributes

**Please refer to the Information Technology Competency Model:**

Tiers 1, 2, 3 and 4.

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## Our Values

### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion, and respect.

### INTEGRITY

We communicate openly and we are honest, accountable, and ethical.

### TEAMWORK

We work together and we support each other.