

Job Description and Person Specification

Job Title:	Senior IT Systems Manager
Responsible to:	Director of ICT Services
Job Purpose:	The primary responsibility of this role is to develop, maintain and continuously improve and support the internal server infrastructure. The post holder will also deputise for the Director of ICT Services

Job Description

The post holder will be required to undertake the following activities:

- 1.1 Under the guidance of the Director of ICT Services to manage and support the design, deployment and ongoing management of the server infrastructure.
- 1.2 Deputise for the Director of ICT Services during their absence.
- 1.3 Investigate, troubleshoot and resolve all server-related incidents & problems, escalating appropriately, either internally or externally, when required; ensuring ongoing, effective & timely communication with stakeholders and other team members throughout the lifetime of each issue.
- 1.4 Act as a point of escalation for the 1st and 2nd line teams for all server- and desktop-related problems and incidents, supporting 1st and 2nd line service team members when required.
- 1.5 Liaise with external service providers where appropriate, and coordination of onsite work by such, ensuring effective, advance communication to involved stakeholders.
- 1.6 Plan, manage and record all configuration changes for supported hardware and software systems, following appropriate change control processes.
- 1.7 Design, manage and ensure effective system backups, including maintenance of configuration records, in accordance with laid down strategies. Ensure disaster recovery plans are up to date, regularly tested and effective.
- 1.8 Design, manage and ensure appropriate data security configurations, practices and policies, ensuring the effective & continuous defence of all computer systems against any internal or external security threat.
- 1.9 Keep up to date with current IT developments, and continually identify areas for improvement within the College's IT systems and processes.

- 1.10 Manage, allocate and monitor all hardware & software licenses, ensuring all hardware & software is used legally and within current agreements.
- 1.11 Manage all server infrastructure equipment warranties throughout the lifetime of the hardware on site. Plan and co-ordinate the management of hardware repair and/or replacement when required, communicating with 3rd parties when appropriate.
- 1.12 Monitor server infrastructure on a daily basis, using appropriate monitoring tools, and ensure all incidents and problems are dealt with promptly and reported to appropriate managers and/or 3rd parties where necessary.
- 1.13 Produce, update and manage all relevant documentation, ensuring it is current and effective, and made securely & continuously available to appropriate members of the team.
- 1.14 Provide ad-hoc and formal training sessions for other team members on appropriate, designated IT systems.
- 1.15 Ensure good two-way communication is maintained with other members of the IT team; with other departments within the College; and between the team and system users (both staff and students), throughout the life of any incident or problem. This may include via the Helpdesk, email, telephone and face-to-face.
- 1.16 Be familiar with all relevant College procedures and policies.
- 1.17 Work flexibly within the IT team and help all members of the team contribute to a high standard of work, bearing in mind user-impact, deadlines, dependencies and wider College requirements.
- 1.18 Promote equal opportunities for students and staff.
- 1.19 Undertake other tasks, as required by the Director of ICT Services or other senior staff, and after due consultation.

The responsibilities of the post may be reviewed in the light of the needs of the College, after consultation with the post holder.

Person Specification

The post-holder will be expected to have the following experience, skills and knowledge:

1. Specialist Skills and knowledge

- 1.1 Degree in Computer Science or related discipline (or equivalent experience).
- 1.2 Experience in complex systems design, programming, systems software and support.
- 1.3 Experience of managing technical teams.
- 1.4 Strong knowledge of all aspects of an enterprise-level Microsoft environment.
- 1.5 Substantial experience in fault finding within complex system and network infrastructures.
- 1.6 Detailed knowledge of Microsoft Active Directory (both architecture and administration).
- 1.7 Substantial experience using and administering an enterprise management tool used for build/image deployment, application packaging/deployment and OS patching.
- 1.8 Detailed knowledge of Windows Server (to 2019) operating systems.
- 1.9 Detailed knowledge and experience of deploying and supporting Microsoft Hyper-V virtual platforms.
- 1.10 Strong technical understanding of Microsoft SCCM 2016, including SCOM and VMM.
- 1.11 Experience of administering PKI infrastructure.
- 1.12 Technical experience of SAN Technologies, storage hardware and configuration.
- 1.13 Detailed knowledge of Windows desktop operating systems (to Win 10).
- 1.14 Detailed knowledge of Windows Exchange Server & Office 365 (both architecture and administration).
- 1.15 Good technical understanding of networking technologies.
- 1.16 Detailed knowledge of backup and restore systems, esp. Veeam.
- 1.17 Experience of supporting Apple products integrated into a Microsoft infrastructure, and deployment & management of an MDM.
- 1.18 Significant experience scripting in Powershell and Vbscript.

1.19 Experience of supporting and administering MS SQL Servers.

1.20 Knowledge of and experience with Azure.

2. Desirable Skills and Knowledge

2.1 A Microsoft recognised qualification (e.g. MCDST, MCSE).

2.2 Recognised qualification in service management and delivery e.g. ITIL.

3. Personal Attributes

3.1 A willingness to respect the Catholic ethos of the College.

3.2 Excellent communication and inter-personal skills.

3.3 Ability to present ideas and solutions in user-friendly language.

3.4 Experience working in a team-oriented, collaborative environment.

3.5 Ability to communicate effectively and to establish professional relationships with a wide range of staff and students.

3.6 Experience and appreciation of post-16 education and training, and the needs of young people at this stage of their educational development.

3.7 The ability to follow instructions and operate prescribed systems, to organise own work, and to meet targets & deadlines.

3.8 Willing to work outside of core hours, as necessary, in order to complete critical tasks.

3.9 Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities.

3.10 An understanding and commitment to the College policy on equal opportunities, and an ability to contribute to the implementation of the policy through the duties of the post.

3.11 The right to work in the UK.

3.12 Willing to travel between the three College sites, as required.