



CHRIST THE KING SIXTH FORMS

CTK Emmanuel
Blackheath, SE13 5GE

CTK St Mary's
Sidcup, DA14 6BE

CTK Aquinas
Brockley, SE4 2NL

We are keen to appoint an exceptional professional with a genuine passion in supporting students to achieve their full potential. Join us at CTK where you'll be central to our mission to help London's most ambitious students achieve success.

IT Systems Manager (Full Time) Start Date: October 2022

Salary range: £36,353 - £37,219 (inclusive of London Weighting, pro rata)

Christ the King Sixth Forms is a family of three highly successful Catholic sixth forms located in south east London and Kent. Offering exceptional, expert teaching in a welcoming, friendly atmosphere, each CTK sixth form creates an environment where high achievement is promoted and attained.

An opportunity has arisen for an enthusiastic IT professional with experience and skills providing 3rd/4th line support for MS365, server, desktop and network systems, in a predominantly Windows and HyperV environment.

The primary responsibility of this role is to assist in the maintenance, continuous improvement and support of the internal server and network infrastructure. The holder will also be responsible for the day-to-day management of the 1st line team and will deputise for the Senior Systems Manager.

Key skills:

- Knowledge and experience of administering an enterprise-level Microsoft environment
- Good experience of fault-finding within complex system and network infrastructures
- Knowledge of Windows Server (to 2019) operating systems
- Technical understanding and experience of using Microsoft SCCM, SCOM and VMM
- In depth knowledge of MS365 & Azure/Intune administration
- Familiarity with MacOS and management of Apple devices, especially using JAMF
- Knowledge and experience of server virtualization (HyperV) and networking technologies

Join us to be inspired, be extraordinary, and be the best you can be.

For an application form and further details, please visit the vacancies page of our website <https://www.ctl.ac.uk/vacancies/>

Christ the King Sixth Forms is committed to equality, diversity and inclusivity. We encourage applicants from all sectors of the community and are especially keen to encourage candidates from under-represented groups to apply

If you have any queries, please contact us at recruitment@ctksfc.ac.uk or 02082979433.

Closing Date: 10am on Monday 3rd October 2022

Interviews: w/b Monday 3rd October 2022

Christ the King Sixth Forms is committed to the safeguarding and welfare of young people. An enhanced DBS check will be undertaken for the successful applicant along with appropriate child protection screening, as per safer recruitment guidelines.



INVESTORS IN PEOPLE™



Job Description and Person Specification

Job Title:	IT Systems Manager
Responsible to:	Director of IT Services
Job Purpose:	The primary responsibility of this role is to assist in the maintenance, continuous improvement and support of the internal server and network infrastructure. The holder will also deputise for the Senior Systems Manager

1 Main Duties and Responsibilities

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

- 1.1 Under the guidance of the Director of IT Services and Senior Systems Manager, to help manage and support the deployment and ongoing management of the server, desktop and network infrastructure.
- 1.2 Deputise for the Senior Systems Manager during their absence.
- 1.3 Help investigate, troubleshoot and resolve server- and network- related incidents and problems, escalating appropriately, either internally or externally, when required; ensuring ongoing, effective and timely communication with stakeholders and other team members throughout the lifetime of each issue.
- 1.4 Manage, monitor and maintain all Mobile Device Management systems, using InTune and/or JAMF to ensure all CTK mobile devices are effectively managed.
- 1.5 Act as a point of escalation for the 1st and 2nd line teams for all server-, network- and desktop-related problems and incidents, supporting 1st/2nd line service team members when required.
- 1.6 Plan, manage and record all configuration changes for supported hardware and software systems, following appropriate change control processes.
- 1.7 Monitor and help maintain system backups, including configuration records, in accordance with laid down strategies.
- 1.8 Oversee the operation of the Helpdesk, provide regular reports on its operations & usage, and ensure that it continues to meet the needs of the three-site institution.
- 1.9 Manage the day-to-day activities of the 1st/2nd line team and be responsible for team members' appraisals.
- 1.10 Role-manage and train the 1st/2nd line technicians to help them understand and fulfil their duties as required.
- 1.11 Help plan and co-ordinate the management of hardware repair and/or replacement when required, communicating with 3rd parties when appropriate.
- 1.12 Monitor the network 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 Assist in the production, updating and management of all relevant documentation, ensuring it is current and effective, and made securely and continuously available to appropriate members of the team.
- 1.14 Liaise with external service providers where appropriate, and coordination of onsite work by such, ensuring effective, advance communication to involved stakeholders.
- 1.15 Ensure good two-way communication is maintained with other members of the IT team; with other departments within the Sixth Forms'; 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 Keep up to date with current IT developments, and continually identify areas for improvement within the Sixth Forms' IT systems and processes.
- 1.17 Be familiar with all relevant Sixth Form procedures and policies.
- 1.18 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 Sixth Form requirements.
- 1.19 Promote equal opportunities for students and staff.
- 1.20 Undertake other tasks, as required by the Director of IT 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 Sixth Form, after consultation with the post holder.

2 Specialist Skills and knowledge

- 2.1 Knowledge and experience of all aspects of an enterprise-level Microsoft environment.
- 2.2 Good experience of fault-finding within complex system and network infrastructures.
- 2.3 Knowledge of Windows Server (to 2019) operating systems.
- 2.4 Technical understanding and experience of using Microsoft SCCM, SCOM and VMM.
- 2.5 Understanding of SAN technologies, storage hardware and its configuration.
- 2.6 Good knowledge of MS Windows domain infrastructure, including Active Directory, DNS and DHCP.
- 2.7 Good technical knowledge and experience of using and supporting Windows & Mac server, and workstation operating systems.
- 2.8 Knowledge and experience of server virtualization (HyperV).
- 2.9 Knowledge and experience of managing, configuring & administering MS365, InTune and Azure.
- 2.10 A working technical understanding of networking technologies.
- 2.11 Knowledge of current security threats and their solutions, including firewalls, antivirus solutions, and backup systems.
- 2.12 Experience of using of network diagnostic and monitoring tools.
- 2.13 Experience of supporting Apple products integrated into a Microsoft infrastructure, and their deployment and management using an MDM, esp JAMF.

Desirable Skills and Knowledge

- Degree in Computer Science or related discipline
- Microsoft recognised qualification, e.g. MCDST, MCSE
- Recognised network qualification, e.g. CCNA, CompTIA Network+
- A desire to continuously improve personal IT skills & knowledge

3 Person Specification

The post-holder will be expected to have the following attributes:

- 3.1 A willingness to respect the Catholic ethos of the Sixth Forms’.
- 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 and 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 Sixth Forms’ 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 Sixth Form sites, as required.