

JOB DESCRIPTION

OST TITLE: JOB TITLE: IT Systems Administrator

**GRADE: Scale 29**

**RESPONSIBLE TO: IT Services Team Leader**

1. **THE COLLEGE**

The sixth form college for South Oxfordshire and the Thames Valley, The Henley College attracts highly ambitious students from over 100 schools across Buckinghamshire, Berkshire and South Oxfordshire, thanks to its reputation, the quality of its courses and excellent transport links.

With over 40 high-achieving A Level and vocational diploma courses on offer, as well as apprenticeships and other opportunities, students are guided towards choosing the route that is right for them, taking into account their individual needs, aspirations and potential. Students are further challenged by the College’s Gifted and Talented Academy and enrichment offering, including the Extended Project and Sports Development Programme. Home to upwards of 1,800 full-time students, results are consistently high and compare favourably with more selective institutions in the area.

In 2010 Henley became the first college in the UK to be granted a change of status to become a sixth form college. It is also proud to be the only sixth form college in Oxfordshire, Berkshire and Buckinghamshire to be awarded the highest accolade in the post 16 sector, by the Department of Education.

The College’s IT Services unit is a cross-college support team which complements student learning programmes by providing access for students and staff to ICT resources. The IT Services team maintains a large network of Windows servers, and operates a helpdesk for user support issues. The IT & S Systems Administrator will be responsible for the day to day administration of the network including general system health, disaster recovery, desktop and server OS maintenance (physical and virtual), software deployment, and advanced diagnostic testing.

**OUR VISION**

An outstanding sixth form college for all.

**OUR MISSION**

Supporting our students to achieve their best by providing the highest quality of academic and vocational teaching and learning.  An unrelenting focus on continuous quality improvement.  Promoting high expectations, providing excellent pastoral care, welcoming individuality and developing independence.

2. RESPONSIBILITIES AND DUTIES

* Maintenance of active directory - including users, computers, organisational units and group policies.
* Maintenance of DNS, DHCP, DFS
* Maintenance of MS Exchange, including users, groups and security policies.
* Monitoring, maintenance and analysis of VMWare infrastructure.
* Monitoring, maintenance and analysis of Storage Area Networks.
* System upgrades and maintenance - including service packs, hotfixes, event log diagnosis, monitoring of performance and optimisation.
* Monitoring, maintenance, deployment, migration and decommissioning of virtual and physical server environments
* Disaster Recovery documentation, planning and testing.
* Hardware maintenance - including servers, SANs, network switches and associated peripherals.
* Monitoring and maintenance of server and endpoint security tools – including firewall, anti-virus, spam filters and web traffic filters
* Creation and maintenance of software/OS deployment packages
* Advanced diagnosis of OS/software/network/hardware/connectivity faults.
* 3rd line helpdesk support.
* Advising on technology changes to facilitate the planning and development of projects and the delivery of the college IT strategy.
* Investigate and apply optimisations in all infrastructures to ensure best performance.
* Promoting best practices through research, monitoring and collaboration.
* Maintaining system and network schematics, server hardware inventories, and auditable logs of system changes and updates.
* Cataloguing, maintaining and deploying scripts for automation of common PC and network tasks.
* Contributing to technical documentation and user reference material through the IT & Systems knowledge base.
* Co-ordinating and participating in cross training as required.
* Liaising with suppliers/service providers and monitoring on-site contractors.
* When required, assisting in all aspects of helpdesk operations.

**THE PERSON**

**Essential Skills and Characteristics**

* Good standard of education in relevant discipline
* High level of skill in fault diagnosis and problem solving
* Experience of virtual server infrastructures
* Recent and relevant experience of Windows Server/desktop OS platforms
* Experience of backup solutions
* Good communication skills
* Building, configuration and repair of PCs
* Ability to learn new technologies and methods
* Ability to work under pressure and to tight deadlines
* Methodical worker with good attention to detail
* Ability to work flexibly

**Desirable skills**

* Professional certification (eg MCSE, MCSA, MCITP, MCTS, CNE), or degree in relevant discipline
* Experience of educational environment
* Experience of Windows Active Directory/Group Policy
* Experience of VMWare vSphere
* Experience of various backup and recovery models inc. Exchange and database platforms
* Experience of scripting languages and/or Powershell
* Practical networking experience
* Experience of MS deployment tools (WDS, SCCM)

**TERMS OF EMPLOYMENT**

**Tenure of post:** Permanent, full time

**Salary: up to £29,349**

**Leave:** 28 days, plus 4 Closure Days, plus Bank Holidays.

**Hours of work:** 37 hours per week, all year.

**Pension: Local Government Pension Scheme (optional). This is an employee and employer contributory pension scheme.**

**The Henley College is an Equal Opportunities Employer.**

**The Henley College is committed to safeguarding and promoting the welfare of learners**

**and expects all staff to share this commitment. This position is subject to a satisfactory**

**Enhanced DBS check.**

May 2018