

**Mission Statement**

St Mary's College is a Roman Catholic College operating under the trusteeship of the Marist Fathers.

We base our philosophy on the true Christian values proclaimed in the Gospel and seek to provide a challenging, high quality education whereby all members of the College community can grow as balanced individuals, morally, intellectually and spiritually.

**Sub Mariae Nomine**

**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Server Technician</b>
<b>General Overview:</b>	To work as a member of the IT Team, providing a high quality and efficient service to the staff and students at St Mary's College.
<b>Reporting to:</b>	I-Learn Manager
<b>Direct Line Manager of:</b>	Supervise the IT Department in the absence of the I-Learn Manager
<b>Liaising with:</b>	All appropriate staff
<b>Working time:</b>	Full-time in accordance with the SFCF terms and conditions of employment. Based on 37 hours per week full year.
<b>Salary:</b>	Based on the Sixth Form College Support Staff Pay Scale 26 – 30
<b>Key Core Responsibilities</b>	<ul style="list-style-type: none"> <li>• Oversee and maintain Server equipment across the college campus including both physical and virtual servers.</li> <li>• Respond and analyse issues staff and students may have in the use of technology across the college (both hardware and software), ensuring all users get the support they need regardless of the users technical ability</li> <li>• Contribute to the development of E-learning resources across the College</li> <li>• Oversee user accounts and security groups</li> <li>• Troubleshoot, repair or replace faulty hardware or software</li> <li>• Configure and install new server hardware</li> <li>• Migrate and safeguard user data</li> <li>• Identify any significant risks and report them to college management.</li> <li>• Test and restore data to ensure Disaster Recovery</li> <li>• Research and implement cloud and cross site technologies</li> <li>• Train other colleagues and students, explaining technical issues to users in easy to understand and supportive manner</li> <li>• Ensure that Data Protection (GDPR), Information Security and Health and Safety Policies are adhered to</li> <li>• Undertake regular equipment audits / housekeeping</li> <li>• Contribute to the development and expansion of the college network and services</li> <li>• Support student examinations where technical assistance is required</li> <li>• Support the setting up of projection equipment for cross college events</li> <li>• Attend relevant user groups or training sessions in and out of college</li> <li>• Cover IT / Student Resource areas as required</li> </ul>
<b>Job Specific Responsibilities</b>	<ul style="list-style-type: none"> <li>• Check that all systems are running, functioning as they should be ready for the start of the day. This involves checking each physical server, virtual host and virtual server.</li> </ul> <p>Systems managed include: 8 physical servers, 3 Virtual Hosts and 12 Virtual Servers. Included in these are the following key-critical systems: Personnel (SfPWS), Finance (Sage), Door Access (Salto), Library (Heritage), Printing, Print Accounting (PCounter, SharePoint, Windows Update, Anti-virus Deployment, Windows Image Deployment.</p> <ul style="list-style-type: none"> <li>• Check that the daily backup for all systems has run and that the protection group for all servers and systems is at the latest checkpoint, correcting any errors that may have occurred. This is essential ensuring that in the event of a disaster, systems and data can be restored quickly with minimum impact on working practices.</li> <li>• Ensure that systems and servers are up-to-date with the latest software updates / service packs, and that all systems and servers are protected and secure from external threats (Viruses, hacking attempts, malware).</li> <li>• Responsibility to ensure that data protection is adhered to at all times, ensuring that only those who are required to access sensitive data can and that necessary safeguards are in place (such as NFTS file security, share permissions and mapped</li> </ul>

	<p>network drives with Active Directory security permissions) to protect confidentiality.</p> <ul style="list-style-type: none"> <li>• In the event of a system failure or any downtime resolve the issue promptly and troubleshoot any network related issues</li> <li>• Creating Network diagrams and documentation to ensure accurate records are maintained about the network</li> <li>• Liaising with end users and third party system providers about the performance of any system eg SfPWS, Sage, Salto, Heritage etc..</li> <li>• Research, development and testing of new systems to move the college forward and keep it competitive in the field of education, improving working practices and enhancing the student learning experience.</li> <li>• Keeping abreast of the latest developments in IT and in particular how this can benefit the working and learning practices of an FE College. Visits to other colleges to share and exchange ideas on latest developments.</li> <li>• Writing reports for Senior Management to present new proposals and suggestions to improve IT systems and IT strategy, detailing benefits and costs etc..</li> <li>• Project management of latest projects for moving the college forward in terms of its strategy overseeing the process from conception to implementation.</li> <li>• Communicating with and providing support for the end-users of both existing and new systems.</li> <li>• To ensure that the college is continually moving forward in its Information Technology and systems provision.</li> <li>• Manage, supervise and ensure day-to-day running of the IT Support Department in the absence of the Learning Resource / Network Manager</li> <li>• Carrying out any other appropriate duties as requested by the line manager / Principal</li> </ul>
<b>The College Mission</b>	<ul style="list-style-type: none"> <li>• To be in sympathy with the ethos and tradition of the College</li> <li>• To support the sentiments embodied in the Mission Statement</li> <li>• To contribute where appropriate to the wider life of the College</li> </ul>
<p>This job description is current at the date shown but may, through negotiation, be amended by the Principal to reflect or anticipate changes in the role commensurate with the salary and job title.</p>	

- Experience in Windows Server Operating Systems
- Experience of Virtual servers and backup routines / testing
- Experience in Server hardware including Disk Raids and Mass storage devices
- Ability to learn and configure Antivirus and Firewall filtering
- Interest in IT Developments and solutions
- Ability to troubleshoot and work to deadlines, ability to use initiative
- Ability to learn quickly and develop systems in line with college strategy