

A close-up portrait of a young girl with light brown hair and green eyes, wearing black-rimmed glasses. The image is the background for the entire page.

IBELONG

Candidate brief
IT Systems Administrator



Southbank
International School

LONDON'S LEADING IB WORLD SCHOOL

CONTENTS

About our school and staff	3
Our campuses	4
The International Baccalaureate	6
Welcome to Cognita Schools	7
Job description	8
Person specification	10
Overview of employee benefits	11
How to apply	11

ABOUT OUR SCHOOL AND STAFF

For more than 30 years, Southbank has stood at the forefront of providing a world-class education to children and young people from London's international community and the UK.

Visit any of our five campuses in the heart of London and we're sure you'll be impressed by the diversity of our students and their academic excellence and social skills. Currently, they come from over 60 countries and speak around 20 languages.

At Southbank, over 800 children and young people study one of three inspiring but challenging International Baccalaureate (IB) programmes:

- Primary Years Programme (ages 3–11)
Hampstead and Kensington
- Middle Years Programme (ages 11–16)
Westminster
- Diploma Programme (ages 16–19)
Westminster

Absolutely key to the delivery of our IB Programmes, and our continuing success, are our teachers and administrative staff. Our aim is to attract employees from around the world who can help maintain and grow our reputation as a centre for outstanding teaching and learning. In particular, we seek to appoint people who encourage a global perspective and educational adventure, while practising the highest standards of professionalism.

In return, we offer all members of our team a competitive salary, an excellent range of benefits and many opportunities for career progression. In addition, some new employees may be entitled to a relocation package, depending on their location when they are offered a position at Southbank.

SAFEGUARDING OUR STUDENTS

Southbank is committed to safeguarding and promoting the welfare of children and young people. This means we will undertake pre-employment checks before any appointment is confirmed. Appointments are subject to an enhanced Disclosure and Barring Service (DBS) check for regulated activity. We will also ask for police checks from any countries a candidate has lived or worked in for three or more months in the past 10 years or if they completed their teaching training outside of the UK.

OUR CAMPUSES



KENSINGTON

Primary Years Programme

Our Kensington campus consists of two adjoining Victorian villas located in the stunning Notting Hill area of London. Facilities include an IT lab, a music room and two sound-proofed practice rooms, a library/ media centre, and a hall which is used for many purposes, including lunches, sport, school 'town meetings' and concerts. There is also a large garden with a climbing frame, sandpit and a wide range of toys and equipment for children to enjoy.



HAMPSTEAD

Primary Years Programme

Our Hampstead campus is a purpose-built building located in one of London's leafiest suburbs. It features excellent learning facilities including a vibrant library, a bespoke art room and a music room with performance and teaching space. Our Edible Courtyard offers a quiet space for vegetable and flower growing, as well as birdhouses and bug hotels.



PORTLAND PLACE (WESTMINSTER)

Middle Years Programme

Our Portland Place campus is spread across two large Grade II listed mansion blocks. It features a wealth of excellent facilities, including five science labs, a computer lab, art and music rooms, a small hall/theatre, and two libraries featuring networked computers. Because of Portland Place's close proximity to Regent's Park, we host a wide range of sports and outdoor activities in the royal park. Nearby, students also have the opportunity to visit many famous London locations.



CONWAY STREET (WESTMINSTER)

Middle Years Programme and Diploma Programme

Our Conway Street campus is a striking, modernised building located a few minutes' walk from Warren Street and Great Portland Street underground stations. It features a wide range of high-quality facilities, including a science lab, art studio, social space/ hall and language suite, which is set across four storeys. We're also particularly proud of our Library Resource Centre (LRC) at Conway Street. It offers access to over 3,800 books, DVDs, magazines, local and national newspapers, online databases and university prospectuses.



CLEVELAND STREET (WESTMINSTER)

Middle Years Programme and Diploma Programme

Our Cleveland Street campus opened in September 2018 and allows an additional 219 students to benefit from the Southbank experience. Spread over five floors, it features a wide range of different environments, including specialised classrooms, a large common space on the top floor, study and learning pods, and a design technology lab in the basement. As requested by students, the new campus also features calming colour schemes and design features which bring nature indoors.

THE INTERNATIONAL BACCALAUREATE

The International Baccalaureate (IB) was founded as a progressive non-profit educational foundation in 1968. Initially, it developed a Diploma Programme to help children acquire the necessary skills and knowledge to live, learn and work in a rapidly globalising world.

By 1994, the IB had introduced its Middle Years Programme for students aged between 11 and 16. It then added the Primary Years Programme for children aged 3 to 11 in 1997; and in 2012, it launched its Career-related Programme for students between the ages of 16 to 19.

Today, the IB works with over 4,000 schools in 148 countries and offers its four programmes to over one million students. At Southbank, we're delighted to be one of these schools. Every year, we see how the IB programmes help to develop inquiring, knowledgeable and caring young people.

We also share the International Baccalaureate's overall aim to create a better and more peaceful world through the understanding and respect of different nationalities and cultures.

For further information about the International Baccalaureate, please visit southbank.org or ibo.org, the official website of the International Baccalaureate.

WELCOME TO COGNITA SCHOOLS

Cognita Schools was successfully launched in 2004. Since then, we have worked hard to build a great family of schools around the world. Currently, we have 80 schools in Europe, Latin America and Asia.

We employ over 7,500 teaching and support staff who are responsible for the education and care of more than 50,000 students.

We value and respect the individuality of all our schools, with each one retaining its own unique ethos, as well as curricula and programmes that are tailored to the needs of its students and parents. Wherever in the world you visit a Cognita school, you will find empowered school leaders, committed teachers and students who are enthusiastic learners.

OUR PURPOSE

Inspiring and empowering children within a caring environment to achieve more than they believe possible.

A Cognita Education has three key ingredients



Academic

Pursuing academic excellence for every child



Character

Developing character



Global

Connecting with a global community

JOB DESCRIPTION:

IT Systems Administrator

REPORTING TO

IT Services Manager

HOURS

8.30am – 5pm

PURPOSE

The post-holder is a crucial member of the ICT Team with responsibility for the support of staff and students. The post holder will ensure the school remains a leader in digital learning by providing sustainable and reliable educational and administrative technology.

The post-holder reports to the Head of ICT. Day to day tasks will be supervised by the ICT Services Manager. This varied role requires the exercise of independent judgement and initiative, strong administrative and excellent interpersonal skills along with strong Apple Mac focussed skills.

A key part of the role is taking a personal and proactive hands-on approach, ensuring all users receive a first-class ICT Support experience in order to support teaching and learning. Team members are expected to positively represent the school at all times.

DUTIES

Support

- Act as first point of contact for end-users providing a professional, efficient and welcoming customer service
- Working in line with the ICT Services SLA, policies and procedures to provide first and second line support to School stakeholders and end users including the SLT, Staff, Teachers, and support staff
- General ICT support, availability and maintenance for computer hardware such as PCs, laptops, Macs, mobile devices, printers, photocopiers, projectors and other ICT equipment
- Working with all ICT Services staff to ensure an acceptable service, in line with the SLA, is provided to end users at all times
- Work to resolve incidents and troubleshoot problems, undertaking root cause analysis and fix

- Support of school and classroom systems including, but not limited to, iSAMs, Firefly, Toddle and Managebac

Maintenance

- Setting up and installing new hardware, including PCs, Laptops, Mobile devices, Printers, and any other associated ICT hardware
- Decommissioning of old ICT hardware
- Imaging and re-imaging new and old PCs and Macs using the School's image
- Carrying out daily checks of all rooms and ICT equipment, dealing with or reporting these as appropriate to ensure issues are reported and resolved efficiently
- Carrying out network cabling and connecting up PCs and Macs
- Setting up and supporting audio visual devices in all locations around the School
- Ensuring all software and licences are up-to-date
- Ensuring efficient running and maintenance of all network services including printers, wireless controllers, switches, routers, CCTV, and telephones
- Projects as assigned by the ICT Services Manager or Head of ICT

Administrative tasks

- Work diligently as a team to consistently meet the goals, objectives and targets set by the Head of ICT
- Administration of JAMF MDM and Apple service
- Administration of Google Workspace for Education and Azure AD/Office 365
- Integration of the Helpdesk in day-to-day operations to ensure continuous monitoring and responding to issues raised, responding to issues and escalating when required
- Supporting the management, configuration, and deployment of the School's mobile technology
- To undertake any other relevant tasks as requested by the Head of ICT

Specific responsibilities

- Respond promptly to support requests, tickets, calls and emails
- Administering digital signage screens including scheduled power profiles at the required times
- Ensuring security including patch management, antivirus and software updates

- Troubleshooting issues, managing consumables, including toner for departmental photocopiers and printers
- Reporting faults on photocopiers, printers and other hardware to the relevant maintenance contractor
- Support teaching and learning across the School via the use of interactive learning technologies
- Notifying the line manager when additional resource or stock is required
- Ensure all student devices are fully prepared and ready to use at the start of each academic year

SAFEGUARDING RESPONSIBILITIES

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

This job description is liable to variation to reflect changes in the requirements of the post.

The job holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the relevant Cognita Safeguarding: Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report any concerns to the School's Child Protection Officer/ Designated Safeguarding Leader to the Principal, or make a referral directly to the local child protection authorities.

PERSON SPECIFICATION

IT Systems Administrator

Essential	Desirable
Strong knowledge of Mac OS systems, software and services	Skills in modern network infrastructure devices including routers, managed switches and current cabling standards
Strong knowledge of JAMF imaging and deployment	Knowledge of developing and maintaining Virtualisation technologies
Knowledge of Schools management systems, including iSAMS and Firefly	Knowledge of Active Directory (AD), DNS, DHCP, and wireless technologies
Understanding of Freshdesk, Zendesk, Spiceworks, etc or other Helpdesk ticket management system	Knowledge of a wide range of mobile technology devices and services, including the implementation, integration and support of such modern technology
Knowledge and experience of web technologies and services	Knowledge of storage systems such as RAID (hardware and Software) and Storage Area Networks (SANs)
Knowledge and experience of Schools based learning and library systems on a network	Knowledge of modern network infrastructure devices such as managed switches, firewalls and filtering, and current cabling standards
Knowledge of current best practice, products, statutory, and regulatory requirements, including Data Protection, and Freedom of Information	Knowledge of maintaining services to users such as networked printing and photocopying services and user services such as web access, data storage and retrieval, email services and various software
Responsible for the efficient and effective management of student personal and academic data, including student tracking and reporting	Knowledge of IP CCTV systems implementation, integration and support
Knowledge and experience with Meraki network technologies, switching, WiFi	Knowledge of IP telephony systems, including implementation, integration, and support
	Knowledge of IP telephony systems, including implementation, integration, and support
	Developing and maintaining IP Telephony (VOIP), Video Conferencing hardware and software
	Maintaining unified photocopying and print management services, hardware and software
	Knowledge of Firewalls, VLANs, and Quality of Service (QoS)
	Knowledge of Wi-Fi technology systems and services, including authentication standards such as Radius and 802.1X

OVERVIEW OF EMPLOYEE BENEFITS

Southbank aims to offer every member of our team a competitive salary, a range of great benefits and excellent opportunities for career progression.

Our benefits include:

- Competitive salary
- Childcare Vouchers
- Cycle to Work Scheme
- Eye Tests
- Pension
- School Fees Discount (conditions apply)
- Interest free season ticket loan
- Own device during employment
- Generous maternity/paternity conditions
- 'My Staff Shop' membership

Further information about benefits will be provided upon appointment.

HOW TO APPLY

We are delighted that you are interested in joining Southbank International School.

To apply, please do the following:

- Visit www.southbank.org
- Download the appropriate application form
- Complete the form and email it to jobs@southbank.org
- Please note: CVs are not acceptable for any role.

JOBS AT SOUTHBANK

For all our latest vacancies,
please visit www.southbank.org

If you have any queries about a
position, please contact us on
jobs@southbank.org

Southbank Kensington (3–11 years)
36–38 Kensington Park Road, London W11 3BU

Southbank Hampstead (3–11 years)
16 Netherhall Gardens, London NW3 5TH

Southbank Westminster (11–19 years)
63–65 Portland Place, London W1B 1QR
17 Conway Street, London W1T 6BN
379 Euston Road, London NW1 3AU

COGNITA

An inspiring world of education