



SEDBERGH SCHOOL

JOB DESCRIPTION

ASSISTANT iSAMS ADMINISTRATOR

Safeguarding of Children

Safeguarding the welfare of children is of the highest priority to Sedbergh School. Every employee of the school has a responsibility to:

- **Protect Children from abuse**
- **Be aware of the School's safeguarding procedures**
- **Know how to access and implement the required procedures**
- **Keep a sufficient record of any significant complaint, conversation or event**
- **Report any matters of concern to the Designated Safeguarding Lead**
- **Attend annual in-service training provided by the School**

General

Sedbergh School, founded in 1525 by Roger Lupton, Provost of Eton, is an Independent Co-educational Boarding School. The Headmaster is a member of the Headmasters' and Headmistresses' Conference. Set in the spectacular Yorkshire Dales National Park, the School also benefits from fast motorway and rail access to the rest of the UK.

The School is a vibrant, demanding and supportive community which encourages pupils and staff to be involved in as broad a range of activities and interests as possible. Art, Drama and Music are especially strong, and the School has a national reputation for Sport. Sedbergh has its own Prep School located approximately five miles away at Casterton.

Organisation

The Headmaster, Mr A A P Fleck BSc, MA, acts as the "Chief Executive" of both Schools and is supported by a number of senior managers. The Bursar, Peter Marshall, is responsible to the Headmaster and Governors for the management of all the administration and support staff.

The Bursar has responsibility not only for the finances of the School, but also for the extensive land and buildings, maintenance department, grounds & gardens, catering, housekeeping &

domestic staff and all other support staff, as well as running the commercial trading arm of the School, Sedbergh School Developments Limited

The role offers great opportunities for personal and professional development in a School that aspires to be the market leader in all areas of Boarding School life. A proactive attitude to INSET training is encouraged and supported by the School.

Duties

- Provide on-site iSAMS technical support and system administration, assisting all school staff in the use of iSAMS including, troubleshooting of MIS software systems and services;
- Help manage key day to day functions within iSAMS, via the School's IT help desk, logging, prioritising, tracking and completing support cases;
- Work closely and collaboratively with SLT promoting and developing iSAMS academic services;
- Develop the use of SQL and SSRS in order to manage the provision of data reporting services;
- Create, help manage, develop and maintain school reports using SSRS (Visual Studio);
- Manage key day to day functions within iSAMS, management of records, academic settings etc. along with annual processes;
- Undertake iSAMS systems maintenance and administration including, troubleshoot, diagnose and resolve system software and hardware faults;
- Assist with the administration of school reports, generated through iSAMS and help members of the Senior Leadership Team following the publication of exam results;
- Assist in the completing of all necessary preparation and provision of the system for each academic year;
- Manage and maintain the school's iSAMS registration system, providing reports and analysis,
- Maintain a detailed working knowledge of all areas of iSAMS, together with its supporting systems and services;
- Update, create and maintain IT site documentation including in house training materials as required. Promote the use of iSAMS, identifying any additional staff training requirements;
- Manage and provide 1st and 2nd line support of applications within the department; Inc. iSAMS, Office 365, Excel;
- Help prepare and provide scheduled staff training as part of a continued professional development program in the use of iSAMS;
- Provide training to colleagues across the campus on all key applications iSAMS, Office 365, Excel;
- Undertake any IT helpdesk support duties as may be necessary and required as part of this team;

- Fulfil the general roles and responsibilities of an employee at Sedbergh School;
- Carry out any other reasonable duties within the function and responsibility of the post.

Health & Safety

The Assistant iSAMS Administrator must be fully conversant with the School's Health & Safety Policy and report any breaches of the policy to their Line Manager.

Reporting

The Assistant iSAMS Administrator will report directly to the Director of IT as part of that team.

Required profile

We are looking to appoint an experienced Assistant iSAMS Administrator. The successful candidate will be an enthusiastic, flexible and knowledgeable IT specialist to work within our School's MIS and, helping to support staff across our school's two sites in its use. Our ideal candidate will have a passion for IT, be self-motivated and enjoy providing excellent customer service.

Proven two years prior iSAMS or other school MIS experience is highly favorable, preferably within an operational or educational environment providing excellent front line customer support.

It is essential that you have a strong understanding of SQL and relational database management, SSRS reporting within Visual Studio including complementary technical knowledge of IT.

Methodical problem solving and excellent analytical skills are required. We are looking for a team player able to keep others up-to-date with information that contributes to the performance of the team, department and School. You should be able to work independently and collaboratively, having a proactive approach to identifying ways to help improve iSAMS services.

The ideal candidate will have experience of producing accurate data for reporting and assessment using Excel, will be skilled in time management with an ability to work to strict deadlines and will show willingness to learn and apply new technology and to train and learn new skills.

The School is looking for somebody with excellent English communication skills (written & verbal), able to communicate technical information to nontechnical audiences. A strong sense of customer service and demonstrable history of excellent customer-facing skills will be an advantage.

This role is based at our Senior School and offers both accommodation and lodgings. As a boarding school this role requires some Saturday cover, as well as flexibility in working hours and patterns to provide additional assistance during school reporting, exams and boarding school activities.

Person Specification

Essential Qualifications/Education/Training

- Educated at least to A level standard, ideally in relevant subjects.
- IT Based Qualifications.
- Strong technical expertise and understanding of SQL.
- Detailed working knowledge of relational databases.
- SSRS Reporting using Business Intelligence Development Reporting Studio (Visual Studio).
- Information and Communication Technology (IT vocational or further education qualification) Office 365, SharePoint, OneDrive, Excel.
- MS certifications or evidence of ongoing IT qualifications.

Desired Qualifications, Commercial Experience (public/private sector).

- iSAMS, SIMS or other MIS systems.
- Office 365, SharePoint, OneDrive, Excel.
- Information Systems, Academic Data Management.
- Windows Server 2012 R2.
- Networking technologies (LAN, WAN, Wireless).
- TCP/IP, DNS, DHCP.
- Windows 7, 8 & 10.
- Full clean driving licence.
- Programming Languages: Python, Ruby, Java, C++.

Essential Characteristics

- Personable and approachable with excellent administrative and organisational abilities; Strong and effective communicator, able to work closely with other members of staff. Experience in the use of databases. Previous experience in a highly dynamic and fluid environment with a high degree of customer service. Help Desk / Technical support experience. Ability to produce accurate, clear and concise documentation.