



Stamford American
INTERNATIONAL SCHOOL

JOB DESCRIPTION

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	IT Systems Administrator	Reference: JAN2024IT
Function/Department	IT	Location: Stamford
Manager Name & Title	Head, IT Operations and Business Partnering	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The IT System Administrator will be responsible for the administration and maintenance of the company's Google Workspace for Education, Google Admin, and Office 365 platforms. The ideal candidate will have 3-5 years of experience in a similar capacity and possess intermediate knowledge of these platforms. Candidate with the knowledge of Jamf and/or Microsoft Intune is a plus.

Responsible for ensuring systems setup and configurations are meeting and exceeding expectations with regards to performance, meeting defined metrics/benchmarks, and that standards and processes are followed to provide effective customer service and meet requirements. At the same time, to ensure that customer expectations are met or exceeded.

The Systems Administrator is also responsible for upkeeping school managed solutions to reliably deliver their functionalities to school users comprising of students, teachers, operation staff and parents of students.

Responsibilities

The job holder’s responsibility for promoting and safeguarding the welfare of children and young person’s for whom they are responsible, or with whom they come into contact will be to adhered 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 Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.

Key duties and responsibilities include but are not limited to those listed below:

- Administer and maintain the Google Workspace for Education platform, including Gmail, Google Drive, Google Meet, Google Classroom, and other related services.
- Manage and set the direction of user accounts and permissions on the Google Admin console to ensure alignment to downstream systems and continuity.
- Support the adoption of Google Workspace for Education by providing training and technical assistance to Helpdesk Administrators.
- Administer and maintain the Office 365 platform, including Exchange Online, SharePoint Online, OneDrive for Business, and other related services.
- Manage and set the direction of user accounts and permissions on the Office 365 Admin center to ensure continuity.
- Provide technical support to end-users regarding Office 365 applications and services.
- Ensure the availability and reliability of the Google Workspace for Education and Office 365 platforms by monitoring system performance and proactively resolving any issues.



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- Collaborate with other IT teams to integrate Google Workspace for Education and Office 365 with other systems and applications.
- Document processes and procedures related to the administration and maintenance of the Google Workspace for Education and Office 365 platforms.
- Manage software and hardware inventory and recommend upgrades when necessary.
- Maintain and update documentation of IT systems and procedures

Position Requirements

- At least 2 - 3 years hands on experience working with school-based or related enterprise systems.
- Intermediate knowledge of Google Workspace for Education and Google Admin.
- Intermediate knowledge of Office 365 and the administration of the platform.
- Strong analytical and problem-solving skills.
- Strong verbal and written communication skills.
- Ability to work independently and in a team environment.
- Knowledge of JAMF and/or Microsoft Intune is a plus.
- Database and data-management and reporting (Microsoft SQL) is a PLUS.
- Good team player with strong stakeholder engagement skills and a capacity to independently work towards solution and required outcomes.
- Excellent attention to details and ability to work within time constraints and pressure.
- Strong written and oral communication.
- Customer service ethos and experience in working in an end-user-oriented environment.
- Demonstrates the Stamford Values – Integrity, Courage, Ingenuity and Compassion.

Qualifications

- 3-5 years of experience in a similar IT System Administrator role.
- Bachelor's degree or equivalent certification or related experience.

Contacts

- Works closely with IT Director, IT Managers, Technology team, principals, directors, faculty, and staff.
- Liaises with 3rd party solution providers as requested.

Working Conditions

- School Environment.
- Will be required to work independently and as part of a collaborative team effort.
- Extended working hours to complete projects as required.



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Terms of Employment

- **Working Hours:** 8:00 am – 5:00 pm, Monday to Friday plus occasional staff meetings and trainings
Some weekend or late-night duties are expected to support maintenance, installations or upgrades in non-business hours.
- **Annual Leave:** 21 working days
- **Medical Benefits:** Medical insurance provided where applicable
- **Sick Leave/Hosp:** 60 days hospitalization leave including 14 days sick leave
- **Probation Period:** 3 months from date of commencement
- **Referee request:** Required
- **Background Check:** Required

Stamford American International School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Pre-employment background checks are mandatory and appointments are strictly subject to confirmation that all reference and background checks are completed to the satisfaction of Cognita, Stamford's parent organization.

We are an equal opportunity employer and disallow discrimination of age, ethnic origin, nationality, gender, religion, sexual orientation, family status, pregnancy, marital status, medical or mental health history, physical characteristics or disability. We welcome applications from all qualified candidates.

Please note that only shortlisted candidates will be notified.