

## Context

Morrison's Academy is a friendly, family-oriented day school in the heart of rural Perthshire. Generations of Morrisonians have benefited from the school's rich blend of academic, artistic and sporting experiences, going on to make their mark on the world as Olympic athletes, ground-breaking scientists, award-winning actors, adventurers, politicians and professionals. Our long tradition of academic success in boys and girls from 2 to 18 continues today with a contemporary Scottish curriculum and a programme of independent, child-centred learning that builds emotional intelligence, creativity and life skills, and encourages every child to strive for their highest. Our school roll of 550 young people and over 120 staff are all active members of the local community, and we all know and support one another, working together as a team to put pupils and parents first. We embody this culture in everything we do, delivering excellence in teaching and nurturing the individual to encourage every child to flourish.



The School is committed to our programme of ongoing development and modernisation. Our cutting-edge Nursery sets the standard for excellence at our main campus in the centre of Crieff, and our newly-completed all-weather pitch allows year-round matches and training at our off-site outdoor sports campus. There is also a detailed plan of redevelopment and restoration to the school's magnificent original buildings, erected when the school was founded in 1860.





Our young people are a delight to teach, and the staff and governors are helpful and supportive. Crieff is a vibrant community in a beautiful part of the country, at the gateway to the Highlands and in easy reach of the Central Belt. The Morrison's family is friendly and progressive; we have high expectations of one another and the confidence to encourage innovation.



We are committed to the career-long professional learning of all our staff. Our programme of Performance Reviews and generous CLPL budget promotes continuous improvement within and beyond the classroom, with plenty of scope for colleagues to pursue interests and specialisms.

### **Proposed IT Support Engineer**

**Role:** The IT Support Engineer is responsible for the operational management of the school's IT services, MIS platforms, and system administration. This role focuses on ensuring the functionality, security, and efficiency of all IT systems, including overseeing the implementation of new technologies. This role is an integral part of the IT department and works collaboratively with the Network and Cybersecurity Engineer and Director of Digital Strategy, ensuring alignment in infrastructure, cybersecurity, educational delivery and business operations.

The ideal candidate should be highly organised, with a strong technical background in managing school IT services, MIS systems, and user support. They should be proactive in ensuring system efficiency, demonstrate flexibility in handling diverse technical challenges, and excel in delivering solutions that align with the school's operational and strategic objectives.

### **Qualifications:**

#### **Essential:**

- Excellent interpersonal, communication, planning, organisational, and administrative skills
- Strong numeracy and literacy skills
- Previous experience in an IT support role
- Excellent first-line and second-line diagnostic skills
- Experience installing and servicing IT equipment
- IT support and implementation experience, including: Microsoft Server, Windows Operating Systems, Microsoft Office, Google Workspace for Education
- Experience supporting: Active Directory, Group Policies, DNS, DHCP
- Experience with virtualised server environments (e.g. VMware vSphere)
- Experience with iSAMS database environment
- Familiarity with legislative compliance, particularly IT security and GDPR

#### **Desirable:**

- Educated to HNC or BSc level (or equivalent experience) in a related scientific or technical discipline
- MCSE/MCP qualification (or equivalent)
- Experience working in an educational environment.
- Experience with the following systems:
  - RM Community Connect

- HP Procurve Networking
- Microsoft SQL Server
- Google Workspace for Education
- Aerohive Wireless Networking
- Sophos Antivirus
- Palo Alto Firewall
- Veeam Backup
- Installation and administration of Linux

**The principal tasks shall be to:**

### **IT Support and Help Desk Services**

- Provide first and second line IT support to staff, pupils, and parents, efficiently resolving technical issues related to applications, telephony, printing, cloud systems, and hardware/software.
- Manage and respond to IT Help Desk queries professionally, escalating to third-party vendors when necessary.
- Deliver staff IT inductions and provide ongoing training and guidance in the use of school IT systems and platforms.
- Support staff and students with secure digital assessments and copyright compliance.
- Provide emergency technical support for IT incidents, including out-of-hours coverage during school events, examinations, or system failures.
- Manage the setup and provide support for secure examinations.
- Work collaboratively with the IT Network and Cybersecurity Engineer to deliver continuity of service during periods of annual leave or other absence.

### **Cybersecurity and Data Protection**

- Assist in managing and monitoring IT security systems, including firewalls, antivirus, and endpoint protection (e.g. Sophos, Palo Alto).
- Implement cybersecurity policies and support GDPR compliance across digital systems.
- Conduct security assessments, vulnerability scans, and incident investigations as required.
- Deliver cybersecurity awareness training covering password security, phishing prevention, and data handling best practices.
- Ensure secure handling and storage of sensitive school data and digital assessments.

### **System Administration and Infrastructure**

- Assist with the administration and maintenance of on-premise and cloud IT infrastructure, including user account management via Windows Server, Active Directory, and Google Workspace.
- Maintain Windows Server environments, deploy software packages, and manage updates.
- Administer and manage the Mobile Device Management (MDM) platform for Apple device deployment.
- Assist in managing the on-premise LAMP server for Computing Science.

- Provide AV support for communal areas, including the Memorial Hall, and ensure smooth IT and network operations during school events.

### **IT Projects and System Development**

- Contribute to the planning and execution of IT infrastructure upgrades and hardware installations.
- Assist with the development and implementation of software-based projects, including internal systems.
- Manage and develop the Learning for Life Teacher Database System and Google Guardian Summaries.
- Support the implementation of new systems/modules in line with school requirements.

### **MIS and Digital Systems Management**

- Manage and develop school MIS platforms and the parent portal to ensure data integrity, availability, and confidentiality.
- Provide data exports and support integration with third-party systems.
- Deliver MIS training to staff and oversee GDPR compliance for all core business digital systems, including teaching and learning platforms.
- Conduct data audits, produce school reports, and manage subject access requests.
- Support the evaluation of data protection risks by coordinating or contributing to DPIAs in collaboration with the Data Protection Officer and relevant stakeholders.
- Contribute to the development and enforcement of the school's Information Security Policy.
- Provide secure access to digital records required for e-safety and behavioural investigations, working in compliance with safeguarding and data protection protocols.

### **IT Asset and Vendor Management**

- Perform hardware and software installations, maintenance, and upgrades.
- Maintain the IT asset register and internal databases.
- Manage IT inventory, including goods-in, servicing, spare parts, and consumables.
- Negotiate with vendors, oversee procurement, and coordinate the installation of new hardware (e.g. printers) and cloud-based systems.
- Ensure compliance with software licensing agreements.

### **Policy, Documentation, and Compliance**

- Document IT policies, workflows, and best practices; develop and maintain user guides and training resources for the school community.
- Assist in updating IT and data protection policies to align with industry standards and evolving security requirements.
- Comply with health and safety regulations and promote safe practices in all IT operations.

### **Strategic Contribution and Budget Management**

- Support the Network and Cybersecurity Engineer in specifying system requirements, recommending IT solutions, and managing IT-related procurement.

- Co-manage the school IT budget for operational expenditure, supporting effective financial planning and resource allocation.

**Accountable To:** Head of Finance

**Hours of Work:** 35 hours per week, typically worked between 08:15 and 16:45, with core hours being 08:20 to 09:00 to support peak demand.

**Leave Entitlement:** Leave should normally be scheduled during school holiday periods to minimise disruption, unless otherwise agreed with the Senior Leadership Team.

**Salary Scale:** Salary will be linked to a Point on Morrison's Academy Support Staff Pay Scale depending on experience.