

JOB DETAILS FORM

JOB OUTLINE	
JOB TITLE: System Administrator – Education	JET CODE: 8105
DIVISION: Education	
SERVICE/BUSINESS UNIT: Strategy & Operations	
REPORTING TO: Education Service Manager	
RESPONSIBLE FOR: None	
JOB PURPOSE: <p>To support the delivery of Council services and change programmes by undertaking assigned work programmes in line with service priorities, organisational needs and development requirements. You will be expected to work flexibly across a range of a range of council services and will be involved in transformational projects by adapting to changing service demands and contributing to the effective delivery of Council objectives.</p> <p>The focus of this remit will be to support the System Administrator function in Education.</p>	
MAIN DUTIES: <p><u>Application Management & DPIA Compliance</u></p> <p>Application Administration: Act as the primary administrator for all core educational applications and platforms used across the council's schools. Including management of user accounts, roles and permissions within business systems. Support onboarding/off boarding processes in collaboration with HR and IT.</p> <p>Policy awareness: Keep up to date with all policies and laws linked to Data Protection to ensure apps in use are safe.</p> <p>DPIA Reviews: Lead and coordinate Data Protection Impact Assessments (DPIAs) required for new and existing educational apps to ensure complete GDPR and internal governance compliance.</p> <p>Supplier & IT Liaison: Act as the main bridge between the Digital Learning Team, central IT, and external software vendors for system upgrades, patches, and troubleshooting. Ensure system configurations meet business requirements and compliance standards. Co-ordinate User Acceptance testing/user support.</p> <p>Data Integrity: Monitor user data workflows between school management systems and educational apps to ensure data quality and security.</p>	

Staff updates: Create a live database for all educational systems and keep this updated to provide transparency to all staff and encourage the safe use of all approved apps.

Windows Setup: Ensure support is available for staff in specialist subject areas and work with End User Platforms to ensure that all software installed on Windows machines have relevant Career Long Professional Learning offers to enhance use.

Device Management & 1:1 Project Rollout

Google Admin Console: Manage user accounts, organisational units (OUs), policies, roles, and permissions within the Google Admin Console.

1:1 Device Support: Provide dedicated administrative and technical support for the 1:1 student/staff device rollout initiative, including liaising with suppliers and calling in devices to ensure smooth continuation of the rollout.

Asset & Access Control: Support onboarding and offboarding processes for devices and user accounts across the estate, ensuring strict access controls.

Workflow Optimisation: Identify opportunities to streamline device enrolment and management workflows using automation or console policies.

Digital Exams: Support the Digital Learning Team with the development of digital exam software, supporting schools where necessary.

Staff Training & Content Creation

Support Video Production: Create, record, and edit a comprehensive suite of digital support videos and walkthroughs demonstrating how to effectively use the range of available educational apps.

M365 responsibility: Liaise with IT teams to ensure smooth rollout of O365 tools and features, keep staff updated with new features via CLPL sessions and content added to the Learning Library.

Platform Curation: Populate and maintain the "Learning Library" platform, ensuring training materials are up-to-date, organised, and easily accessible to educators and students.

Annual Reviews: Review all content added to the Learning Library by the Digital Learning Team and highlight any content not meeting the needs of staff. Assist with the recreation of this content.

App use cases: Create a mapping tool for apps linking directly to Curriculum for Excellence. Apply these app use cases to various areas of the curriculum to support creativity in all subject areas.

Website support: Review Education pages on the Council website for up to date web content and work with officers across Education to keep all links and public policies current.

Develop partnerships: Make connections with external software providers to support staff with using products and signposting all relevant CLPL.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to HNC or SVQ Level 3 or equivalent in a relevant discipline **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience in

Qualifications & Skills

- Proven experience in system administration or technical support.
- Proven experience of User Acceptance testing
- Familiarity with business systems & reporting platforms, ideally currently used in Education
- Strong understanding of user access controls and data governance & change management
- Experienced in implementing new systems and fully optimising functionality of systems.
- Excellent problem-solving and communication skills.
- Ability to work independently and manage multiple priorities.

Preferred Experience

- Experience working in a non-IT department or cross-functional role.
- Understanding of business processes & process redesign
- Customer Focussed
- Experience of supplier management

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

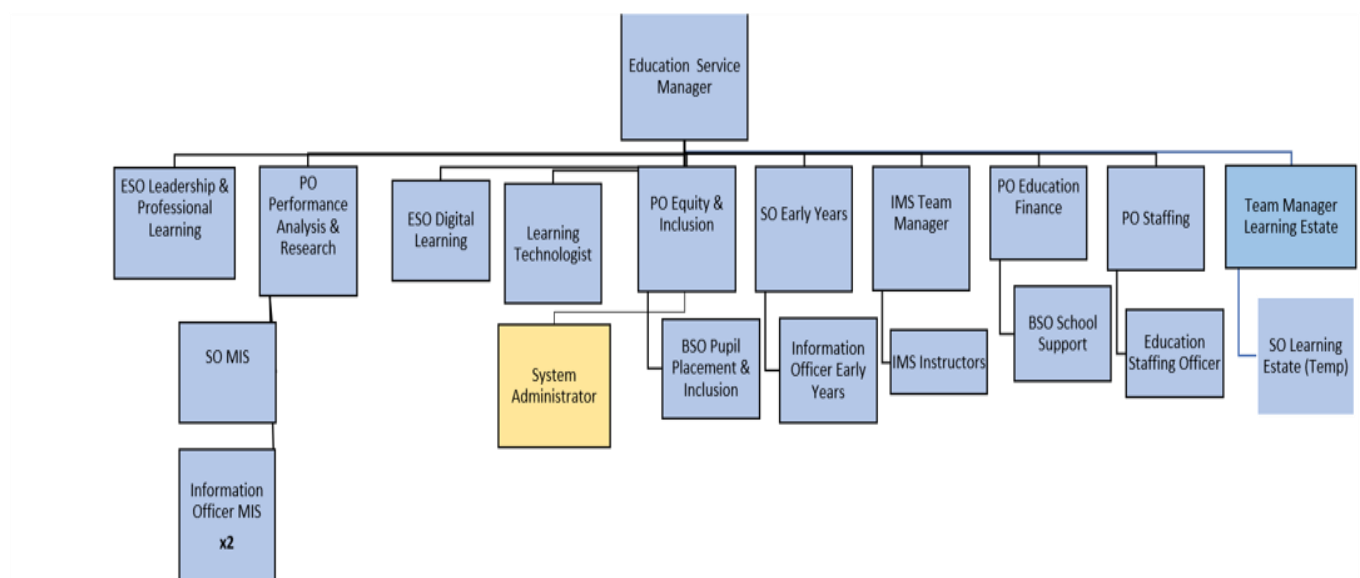
Scottish Social Services Council:

- N/A

TEAM OBJECTIVES:

To provide first line system administration, advice and guidance to the wider Education Service on all matters pertaining to data collection and retention and IT Security of council systems, including applications procured by schools.

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<p>Educated to HNC or SVQ Level 3 or equivalent in a relevant discipline and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.</p>	
Previous Experience (Paid & Voluntary Work)	<p>Proven experience in system administration or technical support.</p> <p>Proven experience of User Acceptance testing</p> <p>Familiarity with business systems & reporting platforms, ideally currently used in Education</p> <p>Strong understanding of user access controls and data governance & change management</p> <p>Experienced in implementing new systems and fully optimising functionality of systems.</p> <p>Excellent problem-solving and communication skills.</p>	<p>Experience working in a non-IT department or cross-functional role</p> <p>Understanding of business processes & process redesign</p> <p>Experience of supplier management</p>
Knowledge/ Skills /Competencies	<p>Ability to work independently and manage multiple priorities.</p> <p>Effective verbal and written Communication skills</p>	

	<p>Numeracy skills</p> <p>Problem Solving skills</p> <p>Team working</p> <p>Multi-tasking</p> <p>IT skills</p>	
Personal Qualities	<p>Customer focussed</p> <p>Enthusiastic</p> <p>Reliable</p> <p>Organised</p> <p>Attention to detail</p> <p>Initiative & Independence</p> <p>Analytical/Creative</p>	
Council Behaviours	<p>We are Person Centred</p> <p>We Initiate and Embrace Change</p> <p>We Strive to be the Best we can be</p> <p>We make things Happen</p> <p>We work Together</p>	

