



**Hebron School,  
Ooty, TN, India**

## **Job Description: IT System Administrator**

<b>Job Title:</b> IT System Administrator	<b>Department:</b> Academics
<b>Reports to:</b> VP Academics	<b>Effective Date:</b> August 2024
<b>Location:</b> Ooty, TN, India	

**About Hebron:** Established in 1899, Hebron School is an independently managed, multicultural international, co-educational residential school. Hebron School broadly follows the structure of the English National Curriculum, culminating in the International General Certificate of Secondary Education examinations (Standard 11), and the General Certificate of Education Advanced Level - AS examinations (Standard 12) and A2 (Standard 13). The school situated in Ooty, adjacent to the Botanical Garden is a lively, busy community in which gifts and talents of both staff and students have ample opportunity for expression and development.

**Job Summary:** We seek a skilled and experienced IT System Administrator to manage and maintain the school's IT infrastructure and systems. This role involves ensuring the smooth operation of hardware, software, networks, and security measures, supporting users, and contributing to the school's digital initiatives.

### **Responsibilities:**

#### 1. IT Infrastructure Management:

- Manage and maintain the school's IT infrastructure, including servers, networks, and hardware components.
- Ensure the availability, reliability, and security of IT systems and services.
- Perform regular system upgrades, backups, and maintenance tasks.

#### 2. Software and Application Support:

- Install, configure, and troubleshoot software applications used across the school, including educational and administrative tools.
- Provide technical support to users for software related issues.

#### 3. Network Security and Monitoring:

- Implement and maintain network security measures, such as firewalls, antivirus software, and intrusion detection systems.
- Monitor network performance, identify potential security threats, and take preventive measures.

#### 4. User Support and Training:

- Assist users with IT related queries, problems, and requests.
- Provide training and guidance to staff and students on IT systems and best practices whenever necessary



**5. IT Policies and Procedures:**

- Develop and maintain IT policies, procedures, and documentation.
- Ensure compliance with data protection regulations and cybersecurity standards.

**6. IT Projects and Initiatives:**

- Collaborate with school leadership and IT team members on IT projects and initiatives, such as system upgrades, migrations, and implementations.
- Contribute to the development of the school's digital strategy and technological advancements.

**7. Technical Troubleshooting and Resolution:**

- Diagnose and resolve hardware, software, and network issues in a timely manner.
- Escalate complex technical issues to appropriate support channels when necessary.

**8. Inventory and Asset Management:**

- Maintain an inventory of IT assets, including hardware, software licenses, and peripherals.
- Coordinate procurement and disposal of IT equipment as per school policies.

**9. Continuous Improvement:**

- Stay updated with technology trends, industry developments, and best practices in IT systems administration.
- Identify opportunities for process improvement, efficiency gains, and cost savings in IT operations.

**10. Collaboration and Communication:**

- Collaborate with internal stakeholders, external vendors, and service providers to ensure effective IT service delivery.
- Communicate IT updates, maintenance schedules, and system changes to users and stakeholders.

**Requirements:**

- Proven experience as an IT System Administrator or similar role, preferably in an educational environment.
- Strong technical knowledge of IT systems, networks, servers, and security protocols.
- Experience with Windows and Linux operating systems, virtualization technologies, and cloud platforms.
- Familiarity with educational software applications and tools used in schools.
- Certification in IT systems administration or relevant IT certifications (e.g., Microsoft Certified Systems Administrator, Cisco Certified Network Associate).
- Excellent troubleshooting, analytical, and problem solving skills.
- Effective communication, collaboration, and interpersonal abilities.
- Ability to prioritise tasks, work independently, and manage multiple projects simultaneously.
- Commitment to data privacy, cybersecurity, and compliance with IT policies and regulations.

**Preferences:**

- Experience with educational technology integration, eLearning platforms, and digital learning resources.
- Knowledge of database management, scripting languages, and IT automation tools.
- Familiarity with ITIL framework and IT service management practices.
- Interest in ongoing professional development and continuous learning in IT systems administration.



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**Benefits:**

- Competitive salary and benefits package.
- Opportunities for professional development and training.
- A supportive and collaborative work environment within the IT department and school community.
- The chance to contribute to the enhancement of digital learning and technological capabilities in an international school setting.

**Other information (if any):**

**How to apply:**

You can apply by submitting the [\*\*PRELIMINARY STAFF APPLICATION 2024.\*\*](#)  
For more details, please contact, Human Resource Assistant, at [hr@hebronooty.org](mailto:hr@hebronooty.org)