

Organizational Overview

CAPA The Global Education Network is committed to academic excellence, integrity, and innovation in learning abroad. Our mission is to provide meaningful experiences that challenge and inspire students to analyze and explore complex political, cultural, and social landscapes within urban environments. Through our commitment to personalized learning, global connections via technology and collaborative learning communities, we prepare students to live and work in a globally interdependent and diverse world. CAPA The Global Education Network is headquartered in Boston and operates programs in Dublin, Florence, Sydney, London, and Barcelona.

Justice, diversity, equity, and inclusion are fundamental to the mission, structure, and operations of CAPA The Global Education Network. We are an equal opportunity employer that strives to provide a work environment that celebrates difference and is free of implicit and explicit bias. We seek to hire employees representing diversity in all forms and work to support all employees to achieve at the highest level. Employment is based on a person's professional qualifications and competence. CAPA does not discriminate against any employee or applicant because of race, creed, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, genetic information, veteran status, marital status, pregnancy, or related condition including breastfeeding, or any other basis protected by law.

General Job Description

Based in London, this position will report to the Global IT Manager located in Boston, MA. The full-time IT Systems Administrator will provide desktop and network support, along with onsite and remote support to all staff in our London, Florence, Barcelona, Sydney, and Dublin centers. In addition, the IT Systems Administrator will utilize local subcontractors responsible for specific local offices and external IT functions. This is a multi-faceted role for anyone interested in gaining both broad and in-depth technical experience in the exciting and rewarding field of international education.

Key Responsibilities

The job duties listed below are not all inclusive of what the IT Systems Administrator may be responsible for. Other duties may be assigned to assist with achieving certain goals, meeting expectations, and supporting business needs.

- Manage the IT helpdesk ticketing system, ensuring timely responses and resolutions.
- Develop and deliver onsite and remote training for all CAPA staff.
- Administer Microsoft Office 365 portal and licenses.
- Maintain accurate and up-to-date documentation of all local networks and related entities.
- Support Zoom video conferencing, phone calls, and Zoom rooms.
- Actively and accurately track hardware inventory among European sites and appropriately assess aging requirements for all necessary equipment.
- Manage antivirus deployment, updates, and regular remote scans of all PC's.
- Manage local and networked printers.
- Deploy Windows 10 security patches and updates in a timely manner.

- Reset and deploy Windows 10 computers to staff members, on an as needed basis.
- Onboard new team members with hardware and account creations.
- Adhere to internal security and risk assessment controls.
- Manage end user accounts and conduct periodic verifications.
- Serve as first point of contact to all staff and faculty members for technology support in the London center, as well as other European centers.
- Manage IT subcontractors to ensure requests are addressed in accordance with departmental needs, CAPA service standards, and agreed to deadlines.
- Manage Building Access Systems (Badge Access, Permission Scheduling).
- Provide classroom support for all technical issues and concerns.
- Manage and support cloud-based phone system.

Education and Experience

- Associates degree in Computer Information Systems or equivalent
- Minimum of 5+ years Information Technology related experience
- Experience with Office 365, including SharePoint and OneDrive
- Experience with Email Security (Preferably Mimecast)
- Experience with IDaaS (Preferably OKTA)
- Experience with enterprise antivirus products (Preferably Sophos)
- Ability to manage multiple and changing priorities with a positive approach
- Strong customer-service skills
- Strong organizational and time management skills
- Attention to detail and proven ability to take projects to completion
- Demonstrated ability to multi-task and work independently
- Excellent written and verbal communication skills
- Superb ability to explain technical concepts in diverse ways to relate to the target audience
- Certifications a plus (MCSA, A+, Network)
- Microsoft Intune experience a plus
- Meraki networking experience a plus
- Strong commitment to teamwork, customer service and forward thinking
- Experience working in a global company a plus
- Familiarity with GDPR Requirements a plus
- Experience working in an educational environment a plus

Physical Requirements

Prolonged periods sitting at a desk and working on a computer, working in an IT server room standing, reaching, and kneeling. Must be able to lift up to 50 pounds at times.

Hours

This full-time onsite role is based upon 37.5 hours per week at the London Centre. Standard working will be between 9:00am - 5:30pm, Monday - Friday. On-call support as well as some evening and weekend work may be required, dependent on the needs of CAPA's international offices. International travel may also be required.

You must have proof of your legal right to work in the UK. CAPA is not able to provide work visas for this position.