



JOB DESCRIPTION

Title: 3rd Line IT Engineer

Grade: TPLTSS 7

Academy: Central Team

Last evaluated: 19 June 2023

Main purpose of the role

Managing the network and its virtual and physical security systems including servers, switches, firewalls, routers, web filtering, phone system, CCTV, antivirus and wireless access equipment.

Assist in the development and implementation of future technologies and enhancements.

Providing technical expertise and leadership to ensure operational requirements are met and 24/7 business continuity is achieved.

Main Duties and Responsibilities:

This is a critical role with responsibility for ensuring the smooth running and functioning of IT systems. Ensuring that top quality IT services are delivered to staff and students.

IT Infrastructure

Manage and control the IT infrastructure and resources required to meet business needs and ensure continuous business operation 24/7.

Effectively communicate scheduled maintenance windows to end users. Assist in ensuring compliance with licenses, agreements and policies.

Introduce comprehensive change management procedures for the IT infrastructure ensuring adherence across the team.

Plan, install and commission installations and upgrades to the infrastructure.

Lead the maintenance of high value IT inventory and equipment such as desktops, laptops, servers and infrastructure equipment.

Ensure full system and operating documentation, including network plans are in place and maintained.

Manage the CCTV system across the sites, ensuring 24/7 uptime and that upgrades and maintenance is completed as required.

Support with other network-based equipment such as BMS, POS, PV Arrays and other related (IoT) building technologies.

Manage agreements and negotiation with suppliers and vendors to ensure best value in accordance with financial procedures.

Identify and implement solutions to overcome day to day IT and infrastructure issues, to ensure business continuity.

Support for the Schools

Attend meetings to discuss and advise on IT needs and development, including working groups for special projects.

Implement agreed projects.

Ensure the timely resolution of problems.

Ensure the development and on-going maintenance of any required internally managed websites.

Prioritise workloads depending on the impact to business and to the end users, ensuring a high level of service.

Development/progression

Assist in identifying new and emerging hardware, software, communication technologies and products. Assess their relevance and potential value.

Assist in identifying the impact of any relevant statutory, internal or external regulations on IT, including the use of information and make recommendations for compliance.

Risk/security

Provide service continuity planning and support.

Provide expert advice on the selection, design, justification, implementation and operation of Information Security controls and management strategies.

Manage these controls in order to maintain the confidentiality, integrity, availability, accountability and relevant compliance of information systems with legislation, regulation and relevant standards.

Pro-actively contribute to the Trust IT risk register to ensure that risks are suitably assessed.

Contribute towards the Trust Information Security policies and implement change as required.

Ensuring safe storage of business-critical equipment and data.

Budget

Manage budgets delegated to role holder in accordance with financial procedures.

Provide recommendations on replacement lifecycle of IT infrastructure to inform budget planning.

Contacts & relationships

Work effectively with teachers, support staff and other professionals, applying own strengths and expertise to contribute positively to the overall aims and objectives of the school. Provide effective support for all other members of the school staff by sharing own knowledge and expertise in a professional and constructive manner

Take an active role in supporting and developing a culture of team working for the benefit of pupils', both individually and collectively

Resources

Provide recommendations on replacement lifecycle of IT infrastructure to inform budget planning.

Line management duties and responsibilities

None

Expectations of Jobholder

Be aware of and comply with all Trust policies as well as individual academy policies and procedures.

Contribute to the management of student behaviour and security.

Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post.

Demonstrate professionalism towards sensitive and confidential information.

Commit to professional self-development, through participation in training, to include any necessary health and training and annual safeguarding training.

Undertake such other duties as are commensurate with the grade of the post.

This job description only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out. This job description may be amended at any time following discussion between the line manager and member of staff and may be reviewed annually.

Safeguarding responsibilities

Whilst this role does not work directly with students you will be based on site and have regular access to students and are therefore in regulated activity. Details of our Child Protection & Safeguarding Policy can be found on Access and is available on request.

Be committed to safeguarding and promoting the welfare of children and young people.

Skills/Qualifications

Please refer to the Person Specification for full details. Please note all original qualification certificates will need to be presented on the day of interview for verification and production of these certificates forms part of the conditional offer checks.

Person Specification

Job Title: 3rd Line IT Engineer

Qualifications & Experience

Essential	Desirable
<p>Level 5 HNC/HND Diploma in Computing (Systems Support or General), appropriate IT NVQ alternative or equivalent relevant experience.</p> <p>Numeracy and literacy qualification to GCSE Grade C or Level 2, on the national vocational framework.</p>	<p>Degree in IT related subject, qualified Microsoft engineer, CompTIA ITF+, A+, Network+ or Security+, or ITSM (IT Service Management).</p> <p>Apple certifications (ACSP/ACTC/ACSA).</p> <p>Technology related qualifications such as VMWare, Cisco, Cyber Security etc.</p>
<p>Proven experience in a high pressure IT environment, with hands-on experience of server maintenance, repair and recovery.</p> <p>Experienced user of recovering from disaster situations.</p> <p>Experience and detailed understanding of Windows (10/Server 2012 onwards) Apple, and Google ecosystems.</p>	<p>Experience in an educational IT setting</p>
<p>Understanding of technical standards, applications and principles enabling all systems to be supported, maintained and developed.</p> <p>Excellent knowledge of virtualisation platforms such as VMWare.</p> <p>Understand the benefits and constraints of different backup methodologies and how to implement them.</p> <p>Excellent understanding of Server Hardware and Software (including operating systems).</p> <p>Confident user of the majority of desktop applications, Microsoft Office, Adobe products and Apple software.</p> <p>Understand the principles of structured cabling and practicalities of connecting network devices (routers, switches etc.)</p> <p>Understanding of managed switches and underlying technologies (VLANs, QoS, etc.)</p> <p>The ability to document and record network changes for future reference and change logs.</p> <p>Understand the function of network file systems and of file and user administration utilities.</p>	<p>Developer skills in web design and coding.</p> <p>Leadership skills.</p> <p>People management skills.</p>

<p>Ability to diagnose / troubleshoot problems in a logical and focused manner.</p> <p>Competent numeracy skills.</p> <p>Effective planning and organising skills.</p>	
<p>Working knowledge of the relevant sections of the Data Protection Act, GDPR and Health and Safety at Work Act.</p> <p>Understanding of software licensing rules.</p> <p>Self-motivated and willingness to work flexibly according to the needs of the organisation.</p> <p>Ability to work to deadlines and under pressure.</p> <p>Good interpersonal skills with the ability to communicate with all levels of staff and pupils.</p> <p>Reliable.</p> <p>Able to work under pressure and maintain a sense of humour.</p>	
<p>The post holder will be required to provide technical support for events and attend some meetings outside of normal working hours.</p> <p>The post holder will at times undertake manual handling of equipment.</p> <p>The post holder will at times be required to work at height. Varied working conditions depending on tasks required to suit the business needs.</p> <p>The post holder will be required to travel to other sites for support and meetings. A car and valid driver's licence is essential.</p>	