MOSSBOURNE FEDERATION

JOB DESCRIPTION

POSITION	ICT Systems Engineer
Salary Band	31-38
SALARY	£31,764 - £37,650
HOURS	37.5 hours per week
FULL TIME EQUIVALENT	Full time, all year round
CONTRACT TYPE	Permanent
RESPONSIBLE TO	IT Systems Team Leader
RESPONSIBLE FOR	N/A
LOCATION	Required to work at each site

Background:

Mossbourne is the realisation of Sir Clive Bourne's dream to provide the children of Hackney with an outstanding education. Mossbourne is built on a formula of high expectations, doing the simple things right, and the belief that all children can succeed. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning.

If you want to be part of the team that is improving the future of our students, then read on!

Purpose of the Role:

The Mossbourne ICT Services Team, within the Federation's Central Services Directorate, is responsible for ensuring the smooth running of all IT systems to enable teaching and learning across the Mossbourne Federation

The Federation is seeking an experienced ICT Systems Engineer, ideally from an Educational I.T sector background, to provide higher level technical services within the IT Service. The successful candidate will combine advanced technical knowledge with, meticulous organisation, excellent personal and communication skills. Working with a clear understanding of the best practices of deploying and managing systems in a complex network environment.

This is a key new role within the team, and the role will act as a technical escalation point. The post holder will embrace a full range of responsibilities: from high level day-to-day monitoring, technical management of the network, server, switches and related hardware and software systems, ensuring that all aspects of the network and related operating systems are effective, resilient, stable and scalable.

Duties and Responsibilities:

- Administer the Federation Microsoft 365 Environment, including Security policies, eDiscovery, SharePoint, Teams and OneDrive.
- Administration of the Mossbourne Active Directory environment, including Group Policy, Single Sign on and app authentication.
- Act as Technical Escalation point of incidents and problems and change requests, including Technical Liaison with Suppliers and Third-Party IT Contractors.
- Ensure the Mossbourne Network and devices are Secure by Design and GDPR Compliant.
- Install and maintain standard network cabling; perform diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
- Install and maintain VoIP devices, including administration of a VoIP portal solution.
- Install, test and manage software and operating systems across servers/desktops in accordance with the necessary change control procedures, and technology, i.e. SCCM, MDT, imaging driver and software deployment.
- Completion of daily, weekly, termly and annual checks to servers, client devices and network infrastructure.
- Working with internal and external stakeholders to ensure E-safety through network security, implementing and monitoring processes and school policies relating to safeguarding students and staff. Using filtering systems and monitoring software to ensure appropriate use of network and internet by all users ensuring compliance with GDPR and data protection regulations.
- Contribute to the Federation's IT Disaster Recovery Plan to ensure it is complete and practicable and data back-ups are maintained and stored appropriately proportionate in line with the Federation Data Retention Policy.
- Carrying out pro-active maintenance utilising monitoring tools, latest virus definitions, firmware, software, upgrades, patches and service packs to maximise system uptime and reliability.
- Working with the Head of IT and the IT Team Lead in implementing new IT projects, working with technical specifications and providing expertise where required.
- Draft and update technical documentation, processes and best practice procedures (e.g. Software and hardware rollout) for IT technicians to follow and adopt.
- Creating and updating ITIL based process and detailed technical configuration documentation, to servers, domain and network administration.
- To liaise and work with teaching and support staff to ensure effective support for ICT users and systems. To assist in the set-up of AV equipment for events, as and when required.
- Share good IT and IT Security practice with team and across the federation. Working as part of a team and providing training.
- Use own initiative and have a willingness to undertake appropriate training that may be necessary in order to deliver responsibilities.
- To project a positive "can do" attitude. To inform line manager of any arising issues, concerns, escalation or change requirements.
- To deputise for the line manager, and liaise with external agencies and suppliers, representing the team and Federation, when required.

- To undertake any other duties reasonably expected as part of the role, requested by the IT Services Team Leader, Head of IT or Chief Operating Officer.

Person Specification

Essential [E] or Desirable [D]	Requirements	Assessment Criteria		
		Interview	Application form	Task
Experience/knowledge				
E	In-depth knowledge, and experience of installing, configuring, managing and troubleshooting Virtualised Multi Cluster Environments in VMWare, Hyper-V or Cloud	✓	✓	✓
E	Experience of working in and understanding of deploying, managing complex IT systems in a diverse multi-site environment to be stable and scalable.	✓	✓	
E	Experience of installing, configuring, maintaining, upgrading and troubleshooting large production multi-site Windows Server Domains.	✓	✓	
E	Experience in using Microsoft Windows Server and its core services, e.g. ADDS GPO, MDT, WSUS, FSRM, DFS Multi-site Microsoft Endpoint administration.	✓	✓	✓
E	Experience in using and supporting Microsoft server platforms including SQL Server, Office SharePoint, Exchange Server 2016, Microsoft 365 (Especially Sharepoint, Teams, Onedrive) including Microsoft Windows Server 2008 to 2019, Windows desktops 7 to 10.	✓	✓	✓
D	In depth knowledge of and supporting MS Office applications, Adobe suite of applications, classroom specific software such as Net Support Service Desk, School, DNA.	✓	✓	
E	Experience of configuring managed firewalls, routers and switches, in a complex multi-site network environment, understanding of Security, resiliency and redundancy for such devices	✓	✓	✓
E	An in-depth knowledge and understanding of Networking (e.g. VLAN, Copper and Fibre cabling standards)	✓	✓	✓
E	Ability to configure managed wireless networks (i.e. Aerohive/Extreme)	✓	✓	✓

E	Experience with deployment and administration of VoIP telephony systems and SIP technologies, including Quality of Service (QoS)	✓	✓	✓
D	An appreciation and understanding of the need for network security. Such as Anti-Virus, Firewalls, user password policies, with a proven ability to develop security systems and enforce compliance in an educational setting.	✓	✓	
D	Experience of configuring and managing VPN and Remote access solutions (VDI).	✓	✓	
E	Experience of Networking Apple Mac desktop and portable devices, configuring and supporting Apple Client and Server products.	✓	✓	✓
E	An understanding of the importance of Backup and Disaster Recovery with experience of designing and implementing robust backup disaster recovery solutions.	✓	✓	
D	Ability to manage existing/implement new network Monitoring tools, and use them proactively to identify issues and take remedial steps before they escalate.	✓	✓	
D	Knowledge and understanding of safeguarding and online e-safety requirements. Configure policies for diverse groups of users with varying levels of access.	✓	✓	
D	Experience of supporting and maintaining the Federation MIS systems. (SIMS)	✓	✓	✓
D	Experience of creating VB and PowerShell scripts to automate processes to deploy and manage applications and devices such as default printer, drive mapping, account management.	✓	✓	✓
D	VPLS Networks and WAN infrastructure awareness in a multi-site environment	✓	✓	
D	Technical Projects implementation experience.	✓	✓	✓
Qualifications				
E	Degree or equivalent in an IT related discipline	✓	✓	
D	ITIL v3/4 Foundation or advanced	✓	✓	
E	MCSA or Equivalent. (Ideally MCSE)	✓	✓	
E	VCP 6 or equivalent experience	✓	✓	
Behavioural Competencies				

E	Pragmatic and methodical approach to troubleshooting technical problems, to provide work arounds, identify root causes and provide long term solutions to reoccurring issues.	✓	✓	✓
D	To work as part of a team, guide and train a diverse range of users and technically up-skill 1st 2nd line colleagues.	✓	✓	
E	Ability to communicate at all levels both internally and externally with staff, and students, including the ability to explain technical issues in a non-technical manner.	✓	✓	
E	An ability to identify and meet the needs of both internal and external stakeholders in order to deliver a high-quality service	✓	✓	
E	Very process and documentation-based approach. Ability to create clear concise system configuration documentation and user guides.	✓	✓	
E	Possessing a can-do and proactive approach. Flexible, efficient and highly organised.	✓	✓	
E	An ability to prioritise work in a busy environment. Work under pressure and meet deadlines. Work unusual hours on occasions.	✓	✓	
Applicable to all staff				
E	Self-motivated and committed to continued professional development. Willingness to undertake training in order to fulfil the requirements of the role.	✓	✓	
E	Support Mossbourne's efforts both verbally and non-verbally (i.e. Via actions and attitude), including adjusting performance and practice in accordance with Mossbourne's initiatives and findings.	✓	✓	
E	Recognise your role as part of the succession of Mossbourne	✓	✓	
E	Play an active role in terms of safeguarding all students and adults.	✓	✓	✓

Mossbourne Federation reserves the right to modify the above contents in order to ensure the needs of the Federation and the students are being met. The above list is not a comprehensive list; it simply outlines the expectations for this role. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.