



### Job Description

JOB TITLE	IT Engineer (2 <sup>nd</sup> Line)
JOB FAMILY	Technology
PHASE	Central
REPORTING TO	Regional Technology Manager

### Job Purpose

To provide advanced, detailed troubleshooting, support and day-to-day configuration of Infrastructure equipment, systems, and services- within Information Technology (IT) across all of The Thinking Schools Academy Trust and its academies and partners, and to be the key component in bridging the gap between Service Delivery and Infrastructure teams.

You will work with the constructively and proactively with other members of the Trust IT staff and third-party suppliers to ensure that ICT services are supported, assisting with planning, development, implementation, support and testing, and training of colleagues for equipment and services, as directed.

### Duties and Responsibilities

- To provide advanced fault resolution/troubleshooting using multiple sources of complex data for issues affecting IT devices and network equipment across all Trust sites
- To act as the main point of escalation from Service Delivery to Infrastructure, supporting and, where needed, training colleagues to provide timely resolutions to issues
- To ensure that tasks are created and managed in line with agreed priorities, containing all the required information, challenging where additional information is required
- To lead the infrastructure triage, and customer engagement, prioritising workload and tasks independently using defined SLAs, providing detailed updates for actions taken to assist customers and colleagues
- To undertake the day-to-day operation of IT devices, servers, LAN, WLAN, and services, under minimal direction, including the undertaking of preventative maintenance and administrative tasks
- To lead the management of conflicting service needs, and escalation/de-escalation between the service and infrastructure teams for the timely, solution focused resolution of issues



- To install, relocate and remove IT equipment, including multiple large/bulky devices, expensive sensitive equipment, and those of significant weight, to tight timescales upon all sites as required
- To ensure all ICT systems and services and equipment are maintained to a high standard of reliability and operation and are continually maintained and updated following defined procedures
- To undertake repairs and maintenance of a range of IT devices, including precision and sensitive equipment, in line with warranty procedures and support contracts
- To undertake onsite installations of Infrastructure equipment and services, under the direction of Infrastructure Engineering Managers
- To use appropriate materials, safety equipment and clothing when undertaking tasks, such as working at height, basements, refrigerated communication rooms and wider project locations (training provided)
- To lead in the creation of technical documentation and training guides, in line with Trust documentation standards
- To ensure all infrastructure devices are recorded as assets accurately within the helpdesk, and records are maintained
- To assist with management of infrastructure devices throughout their lifecycle selecting the relevant assessment and configuration management process
- To assist with the development of new procedures, and developing knowledge articles relating to infrastructure
- To share good practice to other Infrastructure Engineers through training and communicating effectively to a range of audiences
- To analyse a range of complex system and service logs continuously and proactively, to identify patterns that may indicate underlying issues or threats and their severity, and triaging effectively
- To assist with the planning, procurement and delivery of the technology projects and investment program
- To be approachable, communicating with customers ranging from students, staff, directors, governors, guest, and suppliers and contractors, responding to a range of difficult issues and requests
- To be proactive in your professional growth and development, using available resources to improve skills and knowledge
- To respond to, both orally and in person, customer comments and complaints, resolving them where possible, escalating as appropriate
- To be calm under pressure, and adjusting to changes in work priorities based on conflicting operational need, maintaining a positive customer engagement
- To work flexibly on a rota basis including providing cover for the service delivery team, and to be willing to support both pre-planned events and unforeseen ICT issues, or upgrades, which cannot be performed during normal working hours
- To participate in an on-call rota urgent IT issues that may occur outside normal working hours
- To maintain strict confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies.



- To provide own vehicle for transportation within the service area

#### GDPR

- Ensure confidentiality of personal data at all times by sharing, processing, obtaining and advising on data in line with Trust Data Protection & ICT policies and procedures. Having due regard for the high level of personal and special category data processed within your role.

#### Generic Duties relevant to all members of Staff

##### Working with colleagues and other relevant professionals

- Communicate effectively with other staff members, customer and service users
- Collaborate and work with colleagues and other relevant professionals within and beyond the Trust
- Develop effective professional relationships with colleagues

##### Professional development

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with their line manager and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust
- Take part in the Trusts appraisal and performance management procedures

##### Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community
- Respect individual differences and cultural diversity

##### The Trust

- The ethos of our Trust is “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.
- You will be based at TSAT Hub. However, you may be asked to work at any of the other Hubs within the Trust and you should expect to travel between sites as required.



### Teaching and Learning

- This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

### Customer Service

- At TSAT customer service is paramount to our way of work; All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders modelled on our four Customer First Values - Trusted, Solution Focused, Approachable & Timely

### ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

### Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

### Safeguarding

- The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Safeguarding Lead.



**Data Protection**

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of IT Engineer.

Name:

Signed:

Date:



Personal Specification	
E = Essential / D = Desirable	
Experience Knowledge	
Experience of providing support/leadership in a customer facing environment (1+ years)	E
Experience of using Service Request (Helpdesk) Management systems (i.e. TopDesk, ServiceNow)	E
Experience of maintaining hardware, drivers, and configuration for current Microsoft Windows client operating systems	E
Experience of packaging, testing, and configuring current Microsoft applications	E
Experience of current Microsoft Windows server operating systems	E
Experience of Microsoft messaging & collaboration (i.e. MS Exchange, MS Lync/Skype for Business)	E
Experience of Microsoft database engines (i.e. MS SQL)	E
Experience of server roles and services (i.e. AD, DNS, DHCP, NAP, RADIUS, GPO, DFS, IIS)	E
Experience of Apple operating systems (i.e. IOS 10+, MacOS 10.10 +)	E
Experience of/familiarity with operating system scripting (i.e. PowerShell, VBS, BAT, BASH, Python)	E
Experience of HP and Cisco fixed network infrastructures (i.e. Switches)	E
Experience of managed wireless networks (i.e. HPE/Aruba, Cisco)	E
Experience of printer and other peripheral installation, maintenance, and troubleshooting.	E
Experience of classroom A/V and recording equipment (i.e. interactive projection, classroom video recording)	E
Experience of current Apple mobile operating systems	E
Experience of online platforms (i.e. Office365, Google Apps)	E
Experience of maintaining a range of end user devices in a customer facing environment	E
Experience of Management Information Systems (i.e. SIMS)	E
Experience of web-based content creation/management on CMS/VLE platforms (i.e. WordPress, Moodle)	E
Experience of Integrated Identification Systems (i.e. biometric print management, cashless catering)	E



Experience of managing team members undertaking all line management responsibilities, and creating a positive team based working environment	E
Experience of liaising with third-party support providers (i.e. software, tools, servers, storage, gateways, firewalls)	E
Experience of configuring and maintaining cloud-based services and integrations (i.e. Office365)	D
Experience of managing Content/Management Information Systems (i.e. SIMS, WordPress, Moodle)	D
Experience of designing and maintaining systems and services across multiple geographic locations	D
Experience of Aruba, Juniper, Cisco fixed network infrastructures (i.e. Firewalls, Routers)	D
Experience of Linux OS (i.e. Debian, Ubuntu, Mint)	D
Experience of maintaining a range of end user devices in a customer facing environment	D
Experience of analysing complex log, records, and performance data, formulating opinions to plan, act, and review	D
Experience of configuring and maintaining cloud-based services and integrations (i.e. Office365)	D
Experience of managing Content/Management Information Systems (i.e. SIMS, WordPress, Moodle)	D
Experience of designing and maintaining systems and services across multiple geographic locations	D
Experience of Aruba, Juniper, Cisco fixed network infrastructures (i.e. Firewalls, Routers)	D
Experience of Linux OS (i.e. Debian, Ubuntu, Mint)	D
Experience of maintaining a range of end user devices in a customer facing environment	D



Experience of analysing complex log, records, and performance data, formulating opinions to plan, act, and review	D
<b>skills/Abilities</b>	
Can demonstrate success in team environments, showing shared responsibility and accountability with other team members	E
Excellent prioritisation skills and an ability to make decisions quickly	E
Have strong people skills - being approachable, solution focused, a good listener and empathetic	E
Enjoys multi-tasking in a busy fast-changing environment	E
Can demonstrate having and acquiring skills in technical repairs and an eagerness to learn about IT troubleshooting and client device support	E
The ability to communicate verbally and in writing in a courteous manner	E
The ability to work independently on own initiative, and co-operatively within a team environment	E
The ability to maintain relationships with existing suppliers, for the procurement of ICT consumables and services.	E
The ability to work under pressure	E
Flexibility with your schedule to adapt to the changing customer needs	E
Ability to use knowledge of relevant legislation including Computer Misuse, Acceptable Use Policies, Data Protection and Child Protection to monitor the use of ICT systems and develop or improve existing processes.	E
Ability to create both technical and non-technical documentation using a range of software and tools, including, word-processing, spreadsheets, and presentation applications	E
Ability to work with and assist, both remotely, and if required in person (through travelling), all academies and partners within The Thinking Schools Academy Trust.	E
Full UK Driving License, with access to own transportation	E
<b>Qualifications and Training</b>	
NVQ level 3 or equivalent demonstratable experience	E





A good standard of basic literacy and numeracy demonstrated through 5+ GCSEs at grade A*-C or equivalent, including English and Mathematics	E
Degree educated (2.1 or higher) or equivalent	D
Aruba/Cisco Certification (ACMP/ACSP/CCNA/CCIE)	D
Microsoft Certification (MCSE, MCSA, or MCITP)	D
VMware Certification (VCA/VCP)	D
ITIL Service Delivery Certification	D
<b>Attributes</b>	
Excellent prioritisation skills and an ability to make decisions quickly	E
Have strong people skills - being approachable, solution focused, a good listener and empathetic.	E
Enjoys multi-tasking in a busy fast-changing environment	E
Positive about embracing challenge and change, open to experimenting and fresh ideas	E
Can demonstrate having and acquiring skills in and an eagerness to learn about IT	E
The ability to work independently on own initiative, and co-operatively within a team environment	E
The ability to maintain relationships with existing suppliers, for the procurement of ICT consumables and services.	E
The ability to work under pressure	E
Flexibility with your schedule to adapt to the changing customer needs	E
Ability to work with and assist, both remotely, and if required in person (through travelling), all academies and partners within The Thinking Schools Academy Trust.	E
Full UK Driving License, with access to own transportation	E