



JOB DESCRIPTION

Systems Engineer

PAY SCALE

Point 9-15

Job Purpose:

The Systems Engineer will provide effective and friendly IT Helpdesk/Services operations across the academies in their hub. The post holder's main role will be to provide effective second/third line, and at times first line, support to customers served by their hub. They will also be expected to contribute to wider technological projects or development working collaboratively with a wider range of staff. The role will require travel within the IT Hub, for example to provide field technician support, and occasionally within the wider Trust. Travel expenses beyond the normal commute to the principal place of work will be reimbursed following receipt of an authorised expenses claim. Normal working hours will be in agreement with the IT Hub Manager. You may be required to vary your hours to provide IT Support for meetings/events outside of the normal working hours and to complete other IT related work that cannot take place during normal working hours. Occasionally the post-holder may be required to travel outside of their Hub to attend training/meetings or help respond to significant IT issues occurring elsewhere in the Trust.

Accountabilities:

- Provide a rapid and friendly second and at times first line response to IT problems encountered by customers.
- Provide field technician support as required.
- Work collaboratively with other members of IT Hub staff and, when required, members of the Trust Network and Systems Team.
- Working with / supporting / developing Microsoft Active Directories and Office 365 tenancies.

- Work with the IT Hub Manager and other relevant IT staff to ensure data backup and retrieval systems are operational and regularly verified.
- Work with the IT Hub Manager and other relevant IT staff to ensure that all relevant software updates and patches are applied as necessary via the update and patch management systems.
- Work with the IT Hub Manager and other relevant IT staff to ensure that all IT related documentation is kept up to date e.g. asset management/inventory systems and IT documentation.
- Work relating to supporting the security and integrity of the networks. This could include the use of proactive monitoring, analysis, and reporting tools to monitor the state of the network. It could also include monitoring appropriate technical news / threat status / anti-virus websites as well as pre-emptive patching and updating of systems to combat known security threats.
- Maintain network infrastructure and other equipment such as printers and other similar network attached equipment.
- Install/maintain other IT related infrastructure/systems such as telephony and door systems.
- Install, troubleshoot, and maintain video and data cables and copper and fibre cabling infrastructure.
- Carry out hardware and software deployment and maintenance as required.
- Support the learning of our students by effective use of IT; this could include setting up specialist equipment and other technology for use in various teaching sessions.
- Other duties required to be carried out by IT staff, including those that may be specific to an academy served by your IT Hub.
- The post holder must ensure that Academy and Trust policies are applied at all times including the Information Security, Data Protection and Acceptable Use policies.
- The post holder is required to ensure that they maintain their own health and safety, and support that of any colleagues, service users or visitors in their environment in accordance with organisational policies and procedures and the training they receive.

Problem Solving/Creative Effort:

The post holder will be responsible for supporting the smooth running of a wide range of devices and systems and providing friendly and effective first/second line support. This will involve problem solving and solution finding.

The entire IT Hub team and the wider academy management teams have input into the development of the Digital Technology strategy. The post holder will be expected to contribute to the development of this strategy. The post holder will be expected to deliver against agreed tasks and targets.

The post holder will need to recognise they work in an environment which will occasionally require them to support student related activity.

Job Breadth and Communication:

The post holder will report to the IT Hub Manager and may also be accountable to another designated staff member if their principal place of work is different to their IT Hub Manager's.

The post holder will undertake and engage positively with relevant training and personal development activities as required. There are several development opportunities available to technology staff, including technical training, dedicated study time and opportunity to apply for staff development funding to support individual needs.

This role will involve access to important data and services. The post holder will be expected to work to the highest levels of personal integrity and will be expected to adhere to and actively promote Acceptable Use Policies (AUP) and all other relevant Trust and Academy policies.

Decision Making:

The post holder is expected to respect any information that come into their possession or exists in their environment relating to students, colleagues, and other individuals. This requires following good practice and guidance on confidentiality. The post holder has a duty to maintain the safety and welfare of the students and within the scope of their post must ensure all organisational policies and procedures on safeguarding are implemented. The post holder has a duty to report any concerns or incidents regarding student welfare promptly in accordance with Academy procedure and their training.

General Responsibilities:

- To be responsible for and committed to promoting and safeguarding the welfare of children, young persons and vulnerable adults whether responsible for, or in contact with them.
- Observe the Academy/Trust Health and Safety policy at all times, taking responsibility within own areas as set out in the policy.
- To be fully aware of and implement Academy/Trust policies relating to equality and diversity and actively promote positive practice.
- To comply with all other Academy/Trust policies and procedures.
- To undertake continuing professional development
- To undertake any other duties commensurate with this post as the relevant senior leader may from time to time decide.

SPECIFICATION	ESSENTIAL	DESIRABLE
Knowledge/Qualifications	<ul style="list-style-type: none"> ● Up to date knowledge and understanding of IT developments and their potential to contribute to the provision of effective and efficient response to business needs. ● A proven track record of working in a relevant technology area. 	<ul style="list-style-type: none"> ● Knowledge of Office 365 cloud services and apps. ● Knowledge of industry standard antivirus and backup software. ● Knowledge of user / desktop management and deployment using SCCM. ● Knowledge of databases, particularly those based of Microsoft Access, SQL server, MySQL, PostgreSQL and Mongo. ● Technical qualification or working to a technical qualification in infrastructure such as: Microsoft certified systems engineer (MCSE / MCSA) ● Technical expertise in Microsoft based environments inclusive of Windows Server and Active Directory. ● Technical expertise in Microsoft Office 365 and email systems including Microsoft Exchange 2016 and onwards.
Relevant experience	<ul style="list-style-type: none"> ● Experience of working in IT support ● Infrastructure experience; ideally including Windows / Active Directory / DNS / DHCP configuration ● Evidence of hardware troubleshooting skills including desktop and server hardware. 	<ul style="list-style-type: none"> ● Linux administration experience. ● Experience of networking hardware & software handling, configuration, and management. ● Routing & Switching Experience

	<ul style="list-style-type: none"> ● Evidence of software troubleshooting skills, including experience of the current Windows client and Server operating systems ● Strong ability to use basic applications such as Microsoft Office Word, Outlook, Excel and PowerPoint to include the production of professional documents. 	<ul style="list-style-type: none"> ● Experience or appreciation of ITIL / ITSM. ● Virtualisation technologies, notably Hyper-V (S2D). ● Cloud-based service provision experience (IAAS, PAAS, SAAS). ● VOIP telephony experience. ● Understanding of firewalls and other security technology ● Experience of Apple desktop operating systems and any relevant MDM.
<p>Skills/Aptitudes</p>	<ul style="list-style-type: none"> ● Excellent attitude to customer service. ● Effective communication skills both verbal and written. ● Strong teamwork ethos and ability to work in team. ● Self-motivation and determination with the proven ability to multitask, organise and prioritise workload while having to work under pressure and to deadlines. ● Innovative thinker – ability to turn customer requirements into workable solutions. ● Ability to adapt to new situations, solve problems, and develop new skills quickly. Adept at researching for information and resources. 	

	<ul style="list-style-type: none"> ● Understanding of the need for confidentiality and discretion. ● Highly organised, methodical, and tenacious. ● Effective presentational and interpersonal skills – with the capability to communicate concisely and effectively equally well with fellow engineers, non-technical colleagues and with members and/or customers alike. ● A keen desire to provide an IT environment which supports, develops and enhances the learning of all our students. ● Flexible attitude and emphasis on prioritisation of workload. ● Keen interest and passion for continual professional development in technical expertise and service management/delivery. 	
<p>Other requirements</p>	<ul style="list-style-type: none"> ● Commitment to undergo further training and development as appropriate. ● Willingness to undertake an Enhanced DBS Disclosure. ● Willingness to contribute to IT training course planning and delivery (e.g. in conjunction with rollout of new operating systems / applications). 	<ul style="list-style-type: none"> ● Strong record of personal and professional development.

Date: May 2023