

Post title	Third Line and Escalations Manager
School/Organisation	Avanti Services Limited
Location	Greater London with occasional paid travel
Grade	Grade MG1 P1 - 5, upto £55,000 per annum
Hours	Full-time (37.5 hours per week)
Contract Type	Permanent
Reports to	Head of IT
Preferred Start Date	As soon as possible

MAIN PURPOSES OF THE JOB

Responsible for seeing the overall Network and Infrastructure for the Multi Academy Trust. Responsible for the diagnosis, investigation and resolution of any server, networking, software and hardware issues on a day-to-day basis across the whole of Avanti Schools Trust. Have a solid background working within a busy IT team; experience in designing and implementing technical solutions, supporting of Meraki Networks and Wireless, Aruba Switches, Palo Alto and Smooth wall firewalls.

Reporting to the Head of IT this role will provide support to the development of the IT strategy for the Trust and its schools to ensure that the IT infrastructure, systems and digital services supports a forward-thinking organisation

Strong experience of technical troubleshooting and problem solving. Depending on projects and tasks, the individual will be required to be available for queries during out of office hours. In addition, as part of this role the individual will be expected to deal with any system issues as and when they occur.

Also responsible for architecting networks and infrastructures for new builds. Project managing and refreshing of current network infrastructure to a modern Meraki solution.

RESPONSIBILITIES OF THE JOB

- Responsible for the resolution of all network issues
- Architecting new builds and implementation of the infrastructure
- Provide on-going Physical and Virtual machine support and maintenance
- Manage the resolution of all major incidents
- Responsible for security, backups, and monitoring
- Architect and design solutions to meet functional and non-functional requirements
- Deliver migration of Cloud Services
- Storage Area Network Installation and Management
- Networked Systems Monitoring

- Work within strict time frames and elevate incidents within defined timeframes
- Test all changes to networks, hardware, software, and hosted applications
- Monitor systems and identify any performance issues proactively
- Assist with BAU escalations
- Assist with Strategy of IT in Multi Academy Trust
- Oversee IT Manager

Person Specification				
Criteria		Requirement		Evidence <i>A = App Form</i> <i>I = Interview</i>
		<i>Essential</i>	<i>Desirable</i>	
1.	Excellent ability to communicate clearly and concisely both orally and in writing with a range of users including Principals, pupils etc. in a friendly professional manner	X		A/I
2.	Good working knowledge of relevant policies/codes of practice and awareness of relevant legislation.	X		A/I
3.	Ability to plan and manage their own time effectively and work prioritizing tasks in a time efficient manner and keep to deadlines in a very busy environment.	X		A/I
4.	Willingness to promote and safeguard the welfare of children and young people within the school.	X		A/I
5.	Awareness of Health and Safety requirements within a school setting.	X		A/I
6.	Commitment to professional development, learning and development.	X		A/I
7.	Basic numeracy and literacy skills	X		A/I
8.	Understanding the use of IT in supporting effective teaching and learning	X		A/I
9.	Experience of working in an IT support role, involving troubleshooting and resolving hardware and software issues	X		A/I
10.	High degree of drive, resilience and enthusiasm	X		A/I
11.	Ability to work to a high degree of accuracy and pay attention to detail.	X		A/I
12.	Understanding of ICT needs within the classroom and systems used in a school environment	X		A/I
13.	Excellent working knowledge of ICT hardware use and repair	X		A/I

Person Specification				
Criteria		Requirement		Evidence <i>A = App Form</i> <i>I = Interview</i>
		<i>Essential</i>	<i>Desirable</i>	
14.	Subject knowledge and knowledge of the relevant policies, codes of practice and legislation	X		A/I
15.	IT professional with a general, rounded, skill set.	X		A/I
16.	Adaptable & able to develop skills in order to solve unfamiliar challenges	X		A/I
17.	An effective team member who can apply given instructions	X		A/I
18.	An individual who can evaluate and prioritise workload and deliver completed tasks	X		A/I
19.	An ability to logically diagnose and troubleshoot ICT issues	X		A/I
20.	Able to configure equipment	X		A/I
21.	Practical skills, such as basic ICT equipment maintenance	X		A/I
22.	High personal standards and able to provide a role model for students and staff	X		A/I
23.	Seek support and advice when necessary	X		A/I
24.	Ability to communicate with a range of users	X		A/I
25.	Full UK driving license	X		A/I

Person Specification				
Criteria		Requirement		Evidence <i>A = App Form</i> <i>I = Interview</i>
		<i>Essential</i>	<i>Desirable</i>	
26.	<p>Candidates with working knowledge or substantive experience of many of these applications will be given priority at shortlisting stage.</p> <ul style="list-style-type: none"> Virtualisation platforms (VMware vSphere / Hyper-V) Azure / AWS Office365, G-suite, Azure, AWS management Microsoft Server Technologies (2008R2 / 2012R2 / 2016 + SQL 2012 / 2016) Active Directory management / Azure AD. Network design, fault finding and installation (LAN / WAN / VPN / Fibre / Schools Broadband) Public and Private cloud deployment WAN, Wi-Fi, data centre LAN, SD, LAN networks, telephony, mobile solutions infrastructure, unified comms, network management solutions Switch technologies (Meraki, HP Procurve / Netgear / Dell) Firewall & web filtering technologies (Palo Alto / Smoothwall / LGfL / Fortinet / Draytek) Print management software (Papercut / Equitrac) Desktop Imaging solutions (WDS / MDT / ISO Builds) Backup Systems, Business Continuity (SAN / NAS / QNAP / Veeam) VOIP telephony systems Wireless Network technologies (Meru / Meraki / Rukus / Aruba) Desktop software (Microsoft, Chrome & Apple operating systems) Cyber Security / Incident Management / AntiVirus (Sophos) Security controls i.e. VPNs, encryption & key/certificate management, endpoint protection, virtual firewalls/ACLs/NSGs 	X		A/I/T
27.	<p>Awareness of these applications</p> <ul style="list-style-type: none"> CCTV Systems Access Control systems (Paxton) Building Management Systems Catering solutions (Biostore) ID Visitor solution Management Information Systems (Arbor, ScholarPack) 		X	A/I

FURTHER INFORMATION

Due to the nature of this role, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. In making your application, it is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974. Therefore, applicants are not entitled to withhold information about convictions which for

other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.