



Job Title: IT Support Engineer (2nd line)
Grade: G6 P19 up to £27,065 (depending on experience)
Hours: Full-time, 37.5 hours
Reports To: IT Manager
Location: Stanmore with occasional paid travel

Main purposes of the job

- To assist in the running of the IT function; to ensure is fit for purpose and runs effectively.
- To provide practical support to the ICT infrastructure at trust school sites and connected organisations, across a range of systems and hardware, to ensure that needs of users are met.
- To support all users in best practice utilisation of ICT resources across the trust to support them in fulfilling their role.
- To support the ICT Manager with the development of IT network and services.

Responsibilities

1. To provide support to the workforce across the trust ensuring that ICT hardware and software is fit for purpose, in working order and available for staff.
2. To provide advice, support, training and guidance to users, and support the Network Manager in the strategic development of IT support and resources.
3. Assist with configuration, support, servicing and repairs of ICT equipment used across sites. Eg. printers, whiteboards etc.
4. To administer arrangements for securing data, ensuring back up procedures, disaster recovery plans and other systems are working effectively.
5. Provide support for academy IT systems such as VLE, website, internet, MS Office, room booking system etc
6. Monitor, respond and resolve tickets logged on the trust help desk, escalating complex issues as appropriate, as well as proactively identifying and resolving issues
7. To provide support during lessons in the use of ICT equipment (i.e. demonstrating how to use equipment, to both teachers and students)
8. To document all faults and resolutions, accurately and systematically to meet standards and ensure that all user problems are escalated appropriately, and users are informed on progress.
9. To keep up to date with technological advances in the use of IT and recommend ways in which the trust can benefit from developments.
10. Advise on choice of software, learning resources and future developments of the ICT infrastructure.
11. To take a lead role in mentoring junior members of the ICT team with the support of the ICT Managers.



12. To liaise with third party suppliers/providers such as hardware and software vendors for incident management, problem management and request fulfilment tasks.
13. To configure, test, deploy and troubleshoot a varied range of software applications from standard business applications to more specialist software used in the creative industry.
14. To contribute to the development and on-going maintenance of IT documentation / knowledge systems.
15. To lead or assist on ICT projects.
16. To maintain software and hardware asset audits and ensure they are accurate, complete and up to date.
17. To assist in keeping data and the wider IT environment confidential, secure and available as required.

Person Specification – IT Support Engineer (2nd line)

Criteria	Requirement Level	Evidence *
<ul style="list-style-type: none"> • 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 • Good working knowledge of relevant policies/codes of practice and awareness of relevant legislation. • 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. • Willingness to promote and safeguard the welfare of children and young people within the school. • Awareness of Health and Safety requirements within a school setting. • Commitment to professional development, learning and development. 	Essential	A/I
<ul style="list-style-type: none"> • Basic numeracy and literacy skills • Understanding its use in supporting effective teaching and learning • Experience of working in an IT support role, involving troubleshooting and resolving hardware and software issues • High degree of energy, resilience and enthusiasm • Ability to work to a high degree of accuracy and pay attention to detail. 	Essential	A/I
<ul style="list-style-type: none"> • Understanding of ICT needs within the classroom and systems used in a school environment • Excellent working knowledge of ICT hardware use and repair • Subject knowledge and knowledge of the relevant policies, codes of practice and legislation 	Essential	A/I
<ul style="list-style-type: none"> • IT professional with a general, rounded, skill set. • Adaptable & able to develop skills in order to solve unfamiliar challenges • An effective team member who can apply given instructions • An individual who can evaluate and prioritise workload and deliver completed tasks • An ability to logically diagnose and troubleshoot ICT issues • Able to configure equipment • Practical skills, such as basic ICT equipment maintenance • High personal standards and able to provide a role model for students and staff • Seek support and advice when necessary • ability to communicate with a range of users in a full UK driving license 	Essential	A/I

<p>Candidates with working knowledge or substantive experience of <i>many</i> of these applications will be given priority at shortlisting stage.</p> <ul style="list-style-type: none"> • Virtualisation platforms (VMware vSphere / Hyper-V) • Office365, G-suite, Azure, AWS management • Microsoft Server Technologies (2008R2 / 2012R2 / 2016 + SQL 2012 / 2016) • Active Directory management / Azure AD. • Networking skills (LAN / WAN / VPN / Fibre / Schools Broadband) • Switch technologies (HP Procurve / Netgear / Dell) • Firewall & web filtering technologies (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) 	Essential	A/I/T
<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 (Capita SIMS, Arbor, ScholarPack) 	Desirable	A/I

***Evidence Key:**

A = Application Form I = Interview T = Task/Test