Job Description

Post: IT Systems Engineer

Responsible To: Group Head of Digital Infrastructure and Cyber Security

Summary of Post:

Design, develop, and proactively manage core network and enterprise systems. As part of the Digital team, provide high-level technical support and guidance to users across the Group.

Specific Duties:

1. Provide fault finding, maintenance and support of network infrastructure.

2. Provide technical support and maintenance for enterprise systems, and web applications.

3. To manage IT Helpdesk calls are assigned within the agreed SLAs.

4. To be proactive in the technical mentoring of engineers in the Digital team.

5. To lead on proactive development, management and maintenance of all current and future college digital systems including: -

   - Network infrastructure (Switches/Wireless WAN)
   - Security (Firewall/AV/DNS/SIEM/Web Filtering/Access control)
   - Virtualisation technologies (Hyper-V,Proxmox)
   - Storage (NAS/Backup/Disaster Recovery)
   - Communication (Exchange Online/SharePoint/Teams)
   - Microsoft Active Directory Entra/Intune)
   - Server Administration (Windows/Linux)
   - Cloud platforms (AWS/Azure)

6. To be willing to travel to all college sites to deal with IT infrastructure issues as required.
7. To attend staff team meetings and contribute to the ongoing success of the department.
8. This post requires a high degree of flexibility in the maintenance and development of the core systems, given the need to maximise systems reliability and availability. This may involve the post holder undertaking duties outside of the College's normal operating week to minimise disruption to students and staff using the systems.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behavior as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	EMPLOYEE SPECIFICATION	Application	Interview	Shortlisting Weighting
	Skills			
1.	Working knowledge of Windows and Linux server with Powershell and Bash script experience.	✓	✓	6
2.	In depth working knowledge of Microsoft systems including Office 365, Active Directory, Group Policy, Entra and Intune.	✓	✓	6
3.	Web infrastructure diagnostic support skills (.NET, PHP, Apache, IIS, Azure App proxy)	✓	✓	4
4.	Excellent interpersonal skills to work effectively with staff, students and employers at all levels	✓		6
5.	Excellent communication skills, both written and oral		✓	4
6.	Actively contribute to the College's Safeguarding practice, procedures, culture and ethos	✓	✓	6
	Experience			
1.	Able to demonstrate a logical approach to problem solving and the ability to research solutions by themselves	✓	✓	6
2.	To be able to resolve issues sometimes under pressure	✓	✓	2
3,	Cyber Security experience	✓		4

4.	2 years' experience of managing IT systems to a high level of competency	✓	✓	4
5.	Experience of working within a large WAN environment (Firewalls, VPN, Routing, VLANs) including experience managing network switches HP/Aruba/Huawei and Wireless access points.	✓	✓	6
6.	A proven ability and track record of solving IT problems	✓	✓	6
7.	Experience in software maintenance and solution development	✓		4
8.	Experience of managing and deploying communications systems (Teams)	✓		4
9	Cloud platform experience (AWS/Azure)	✓		4
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C or above)	✓		4
3.	A minimum of NVQ Level 4 in an appropriate IT discipline. Preferably holds professional qualifications in one or more major networking disciplines	✓		4

<u>Advice to candidates</u>

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use <u>examples</u> of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

6   Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.

4   Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.

2   Other relevant - It would be great if the candidate had but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.