

Job Description

Post: Trust Infrastructure Engineer

Purpose

To challenge educational and social disadvantage by supporting the Trust's technical architecture in order to achieve the highest possible standards and prepare all our students to lead successful lives.

Duties and Responsibilities

- Plan and organise infrastructure architecture effectively and efficiently.
- Ensure infrastructure is available during core operational times.
- Ensure servicing and maintenance schedules are undertaken at the most operationally / convenient times.
- Ensure the appropriate skills and standards are upheld in the infrastructure team.
- Understand, interact and fall in line with departmental planning strategies, such as PMP.
- Complete and file service tickets in the service desk system.
- Record all major incidents, remedial activity and related future actions.
- Manage all IT infrastructure documentation by following and improving on change management activities.
- Ensure service resources are available where and when needed with appropriate skills across all teams.
- Participate in the academy coaching process.
- Engage fully in the academy appraisal process to fulfil personal potential and be able to participate effectively in the implementation of the academy's goals and improvement plan.
- Attend meetings / training, carry out administrative tasks and duties as specified on the academy calendar.
- Consistently implement all academy policies.
- Contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a named person.
- Carry out any other reasonable duties as requested by the IT Service Manager.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.