

# Infrastructure Systems Analyst Harris Federation Central Team

£35,000-£40,000 + Performance & Loyalty Bonus  
+ Pension Scheme (LGPS) + Harris Wellbeing Cash Plan  
+ Additional Harris Benefits

For a confidential discussion about this post or more information,  
please contact 020 8253 7777 or [careers@harrisfederation.org.uk](mailto:careers@harrisfederation.org.uk)

# Job Purpose

To provide an outstanding level of third line systems support, ensuring high availability and efficiency for our customers.

**Location:** Croydon Head Office but working across many academies either in person or remotely.

**Reporting to:** Infrastructure Manager

# Main Areas of Responsibility

## Infrastructure

- Provide installation and day to day support / troubleshooting for the End user compute across the Apple Ecosystem which includes Apple MacOS, iOS, iPadOS and TvOS and Windows 10 across the Federation
- Provide support for Mobile Device Management (MDM) using tools such as JamF, Meraki, Intune, Apple School Manager and Apple Configurator.
- Creation and Management of managed Apple IDs
- Provide support on deploying applications and patches to iOS, MacOS and Android devices.
- Provide support for Windows operating system patching, enterprise class desktop hardware and software such as Windows 10, Remote management, and troubleshooting.
- Provide level 3 support with in-depth knowledge of desktop/application troubleshooting
- Research and develop new technology, latest hardware, tools, and scripts to support desktop computing to improve the EUC experience.
- Provide day to day support and assist with migrations for centralised LG VoIP systems.
- Monitor systems performance and uptime
- Daily management of backup solutions such as Microsoft DPM and monthly tape rotation.
- Creation and monitoring of compliance reporting.
- Creation of Knowledge Base Articles
- First point of contact for 3<sup>rd</sup> line service desk ticket resolution

## Other

- Act as a project team member on other projects run by other members of the Group ICT team.
- Assist with the population of articles in the HALO Knowledge Base.
- Ensure that support is carried out according to the Standard Operating Procedure (SOP) documentation.
- Such other duties as may be reasonably considered to be within the grade and remit of the post.
- Keep abreast of new developments in software and hardware

Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The academy will endeavor to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition (as defined in the Equality Act 2010).

Following consultation with you this Job description may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

# Person Specification

Attributes	Description	Desirable
<p><b>Qualifications/ Skills/Knowledge</b></p>	<p>Good verbal and written communication and interpersonal skills            Confident in dealing with all levels of stakeholders            Ability to apply problem solving techniques and get results            Ability to communicate at all levels            Strong personal drive and willingness to get things done            Self-motivated and committed to delivery on time and to a high quality            Demonstrable experience of balancing priorities and successful delivery of objectives, in a fast paced, constantly changing environment            Ability to troubleshoot, investigate and resolve technical issues            Ability to react quickly and effectively to issues and opportunities            Ability to self-manage, organise, and prioritise tasks and work under pressure during troubleshooting and problem-solving            A clear understanding and drive to meet security and compliance standards with a 'security first' ethos.</p>	<p>Appropriate qualifications in Apple and JamF            ITIL Foundation Level qualification            Infrastructure level 3 technician or equivalent.</p>
<p><b>Experience</b></p>	<p>A minimum of three years of experience of carrying out a similar client facing role            Proven track record in working to strict timescales and of working with staff at all levels            Experience of installation/ troubleshooting of the following:</p> <ul style="list-style-type: none"> <li>▪ In-depth understanding of MacOS, iOS, iPadOS and TvOS to deploy, maintain and support across the environment</li> <li>▪ One-to-One and Shared iPad deployments</li> <li>▪ In-depth understanding of Mobile Device Management / Enterprise Mobility Management with JamF, MS Intune and Meraki</li> <li>▪ Understanding of tools and solutions to implement IT Security best practice such as AV, MFA, Encryption, Active Directory</li> <li>▪ In-Depth understanding of Windows 10</li> <li>▪ Good understanding of Windows Server 2012 to Windows server 2022</li> <li>▪ Good understanding of Networking, DNS and DHCP</li> <li>▪ Good understanding of Device encryption, Bitlocker and FileVault.</li> <li>▪ Understanding of Office 365/ MS Azure</li> <li>▪</li> </ul> <p>Experience of working in an on-site IT based Customer Service            Knowledge of O365 Click to run packaging and management.            Application and driver packaging – new versions of current apps</p>	<p>Knowledge of applications used within the Education sector and Harris Federation            Good knowledge of the educational system            Experience of working within an internal ITIL based Service Desk function            Good understanding of Powershell            Knowledge of MS SCCM</p>

We will consider any reasonable adjustments under the terms of the Equality Act, to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The post holder will ensure that academy policies are reflected in all aspect of his/her work, in particular those relating to:

- (i) Safeguarding children

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Thank you for your interest in. We look forward to receiving your application.

*If you think a career with us is right for you, discover more at:  
[www.harriscareers.org.uk](http://www.harriscareers.org.uk)*