**JOB DESCRIPTION**

1. **JOB TITLE**: **IT Security and Infrastructure Engineer**

2. **SALARY:** **SM2 SP 21–23**

3. **RELATIONSHIPS**

3.1. Reports to the IT Infrastructure Manager.

3.2. Will make and maintain positive productive, professional relationships with working colleagues, members of Richard Huish College and members of the Richard Huish Trust ("Huish") i.e. staff and students, and external suppliers.

4. **PURPOSE OF JOB**

To provide first class IT support services across Huish with a focus on the security and robustness of all IT systems. This will involve maintaining and deploying solutions to facilitate safe and secure classroom and online learning, and secure access to support services. As well as ensuring that the Huish systems meet legal requirements and are kept working. Working within a highly skilled team, it will provide you with opportunities to expand your knowledge in all areas of IT.

This post will also require a knowledge of project management and experience in deploying complex solutions.

5. **MAJOR TASKS**

5.1. Maintain and deploy solutions to facilitate safe and secure classroom and online learning, and secure access to support services.

5.2. Maintain the security and integrity of digital data across multiple Active Directory domains and O365 Tenancies.

5.3. Assist in the management and delivery of IT shared services across Huish, including onsite support where required.

5.4. Providing excellent IT support to all of Huish.

5.5. Planning and deploying new technologies as they become available. Keeping up to date with best practice and security alerts for all systems.

5.6. Assist in support for all areas of the network infrastructure including, but not limited to, switch configurations, UPS', CCTV, Wireless, Firewall and Web filtering, Fibre connections, Data connections, voice communications, DHCP, DNS, Cyber Security and Internet connection.

5.7. Assist in support for all areas of the Microsoft network and storage network including, but not limited to, desktop deployment, server management, keeping adequate backups, ensuring up to date anti-virus is deployed, Group Policy, email, Hyper-V, SANs and printing.

5.8. Assist in support for all areas of the Mac network including, but not limited to, desktop deployment, server management, ensuring up to date anti-virus is deployed and the integration of the Mac network with Active Directory.

5.9. Assist in support of cloud-based systems including Office 365 admin centers (Security, Compliance, Identity etc)
5.10. Assisting the IT Infrastructure Manager with future planning of the network and security infrastructure, Apple network and Microsoft network and storage network.
5.11. Maintaining appropriate monitoring and alerting solutions.
5.12. Maintaining changelog and documentation on systems, processes and procedures.
5.13. Investigate and maintain appropriate licensing information.
5.14. Working with consultants where appropriate.
5.15. Keeping all server rooms and switch cabinets clean and tidy.
5.16. Effectively carrying out jobs ensuring a timely resolution.
5.17. Assist staff in facilitating the use of IT, intervening where necessary to develop their skills and understanding.
5.18. Taking initiative in resolving any problems with equipment and reporting any defects and maintenance issues promptly where necessary.
5.19. Assisting with the implementation of IT projects and training users in the use of new equipment where appropriate.
5.20. Keeping the IT Infrastructure Manager regularly updated with day to day issues.
5.21. Installation of new equipment and disposal of old equipment and keeping the Helpdesk area clean and tidy.
5.22. Keeping the Huish IT Asset Register up to date with all IT equipment.
5.23. Keep up to date with changes in technology.
5.24. Take responsibility for your own professional development and participate in the Huish Appraisal Scheme.

## 6. CONTACTS

6.1. The post holder will have a wide range of contacts with students, parents, staff at all levels, external support companies and external consultants.
6.2. The post holder will take responsibility for safeguarding and promoting the welfare of all students that they come into contact with.

## 7. WORK COMPLEXITY

7.1. This role requires a high degree of intelligence and flexibility.
7.2. You will be required to work both independently and part of a team.
7.3. You will need to be able to adapt to the quick changes that are common in supporting an Education Group.
7.4. You will be required to provide support across multiple sites within Huish, both on site and remotely.

## 8. PERFORMANCE REVIEW

8.1. The post holders' performance will be reviewed annually as part of the Performance Review and Development Scheme.

## 9. CONDITIONS

9.1. The post is full time (37 hours per week), all year round.

9.2. Work that falls outside of normal working hours can be negotiated in advance as time off in lieu, but this is dependent on the amount.

9.3. This job description may be re-negotiated at the request of either the post holder or the Principal.

9.4. The duties and responsibilities of the post are subject to those detailed in the Statement of Conditions of Employment.