

Job Description

Kennet School



IT Network Engineer

Job Title:	IT Network Engineer
Responsible To:	IT Network Manager

Purpose of the Job

The Network Engineer position forms part of a friendly, experienced team, who support all IT across Kennet School Academies Trust. Within this position, the role holder will work closely with the Network Manager to maintain the Trust's network systems and infrastructure, whilst working with the rest of the team to plan, implement and monitor systems and resolve hardware and software faults. The successful candidate will need to be able to 'hit the ground running' and will have the necessary experience and knowledge to continue driving the IT facilities forward within the Trust.

Main Duties & Responsibilities

- To establish and maintain IT and digital communication infrastructures, including wireless or LAN networks
- The installation and configuration of hardware and software
- To be responsible for the routine maintenance of server and networking equipment
- To solve hardware and software problems, including contacting third party companies
- To apply monitoring and checks of network equipment functionality
- To undertake routine procedures, such as updating knowledge base and account information
- Escalation point and delegating tickets to the IT Technicians
- Backups and recovery
- Make sure that the networks are protected from malware and viruses, identifying areas that might be under threat and areas where security can be improved, keeping up to date on ever-changing cyber-threats
- Participate in design and development of new services
- Meet with the IT manager regularly to discuss ongoing projects
- Identify necessary improvements to computer systems
- Maintain the company's phone system and working closely with the phone service provider to keep the lines active

Experience & Skills Required

- Friendly, able to work on their own or as part a team
- An excellent telephone manner and communication skills
- Ability to troubleshoot hardware and software issues
- Experience with the following software's/systems:
 - Windows Server Environments.
 - Microsoft Exchange.
 - O365.
 - Backups.
 - Windows 10.

Desirable Knowledge

Experience with the following software/systems:

- Experience with Mac OSX
- VMWare
- VEEAM
- SANs
- Wireless (Cisco Meraki)
- Microsoft Server 2022
- Impero

- Mitel
- SIMS
- Intune
- Sophos UTM.