

Job Description

Post: Infrastructure Engineer

Purpose

To challenge educational and social disadvantage by providing support to the Trust IT provision in order to achieve the highest possible standards and prepare all our students to lead successful lives.

Duties and Responsibilities

- Provide support to the Trust's technical architecture; providing high availability of systems, strong technical support, design capabilities and effective deployment of new systems.
- 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 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 for self and team.
- Record major incidents, remedial activity and future actions.
- Manage all IT infrastructure documentation; following, and improving on, change management activities.
- Ensure service resources are available where and when needed with appropriate skills across all teams.
- Work as part of a larger team to support multiple academies.
- Participate in the Trust coaching process.
- Engage fully in the Trust appraisal process to fulfil personal potential and be able to participate effectively in the implementation of the Trust's goals and improvement plan.
- Attend meetings / training and carry out administrative tasks and duties as specified on the Trust calendar.
- Consistently implement all Trust policies.
- Contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a Designated Safeguarding Lead.
- Carry out any other reasonable duties as requested by the Infrastructure Manager.

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